

CASE STUDY | BANKING OPERATIONS



Overview | Introduction

Perapsis Infotech Private Limited played a keen role in bringing about a paradigm shift in handling & supervising operations for a mobile application in a nationalized bank of India. With new technologies coming up every day it becomes difficult to train the employees for the same. This results in increasing number of queries, issues faced by employees and thereby a decrease in overall productivity.

This case study will cover the problem area, challenges faced, opportunity and the solutions that were provided by Perapsis Infotech Private Limited.



Resolving employee queries and automating various functions for seamless working of the mobile application.

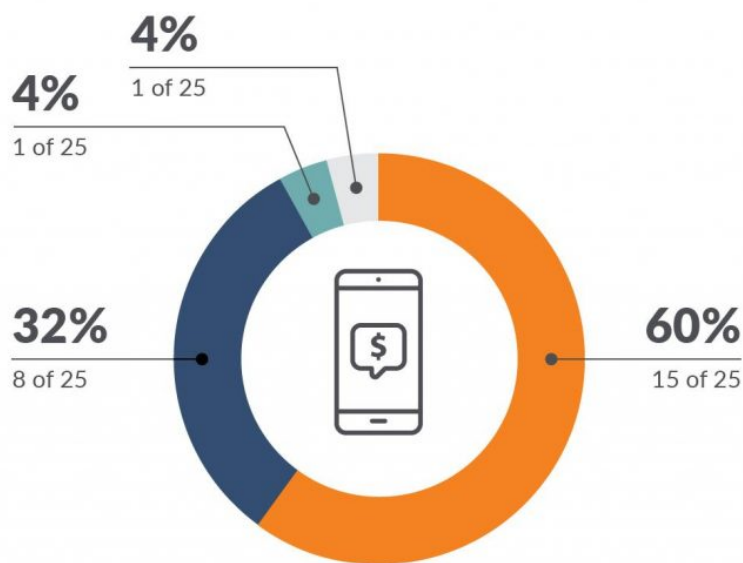
- Internal operations
 - Real time support system
 - A key intermediary between the employees and technology company
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Problem Area

A leading nationalized bank of India released a mobile application for opening new accounts. The mobile application backend / operations panel was used by the support team and sales team members of the bank. The application was developed by a third party technology company. This application was a core for a certain function of the bank. There were many challenges which were faced by the employees for using this application. The entire operations was managed quite haphazardly there by affecting the productivity of the entire team.

Challenges Faced by the Bank

- Inadequate information to Staff Members
- High number of Issue Calls raised by the team
- High turn around team for resolving any technology issue
- Low Productivity of the team for opening accounts
- Testing of New Version Launches
- Proper Information were not provided to tech team for resolving any queries
- Multiple & Repeated Issues faced by the team



Opportunity | Methodology

After understanding various challenges and difficulties faced by the team, we, at Perapsis took it as an opportunity to solve these problems. Before working on the solution, we needed to understand the current core problem and related numbers for instance.

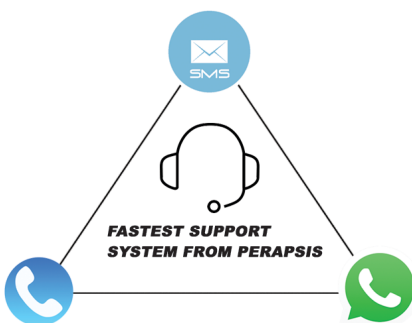
Number of accounts opened, no. of issue calls, types of issues raised and others.

Matrix Design

We design a matrix with all the related issues and prolonged problems. This included Turn Around Time, Tech Issues, Application Issues, General Awareness about the application of staff members with their related numbers.

Quality Control & Solutions

Perapsis Infotech took a central role in the new version launch or raising any queries and errors. We were also able to streamline various problems. Firstly, we created and completed documentation of the entire application and raised all the errors to the tech team. After understanding all the grievances and queries of the team, we clubbed all the problems into issues, errors and general awareness.



We introduced real time problem solving via. Email, call and WhatsApp thereby lowering the turn-around time for any issue raised. Perapsis team, also helped in creating a e-learning / self-learning documentation for general issues. This step bought a tremendous respite to the team and were also applauded by the management.

System Standardization

Post few weeks, Perapsis helped in standardizing the entire system flow which thereby helped the bank staff members to easily understand the entire system. Our team were quick to provide updates to the tech team for speedy resolution of errors faced in the application.

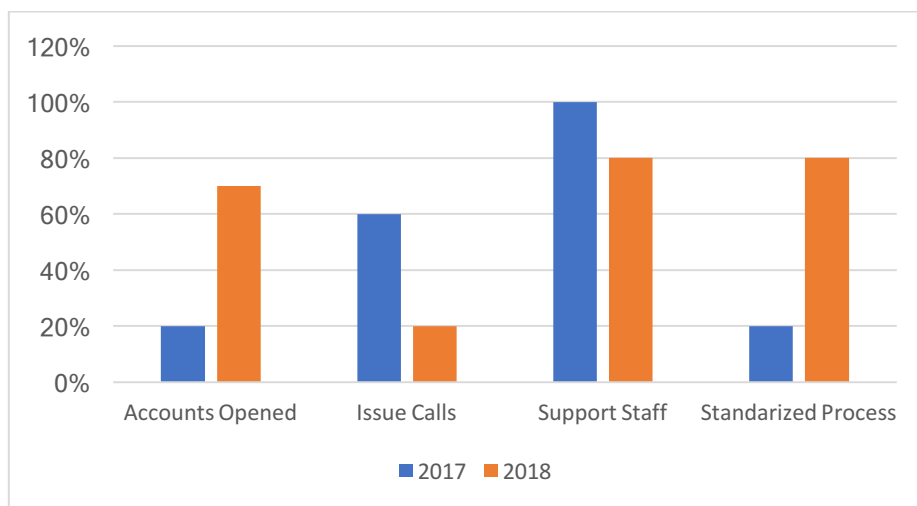
Apart from the support team, Perapsis also supported the on-field sales team for any assistance required while opening any account w.r.t to device handling, application handling.

Perapsis team were able to apply 4 sigma controls over the processes and were regularly monitored with detailed reports on daily / weekly and monthly basis. The reporting format were set by our team and had complete detailed reporting, issues raised, queries resolved, type of issues, mode of communication and others. These reports were forwarded to the Management team of the bank for their perusal.

Perapsis Team & Structure

Perapsis deployed 8 people at the bank for providing backend support and managing the entire operations. The team were headed by a lead manager. 8 people team were able to convincingly handle queries of 1000 support & sales team members of the bank. The results were started to show off from 3 week itself.

There is continuous and in-depth training provided to our team members regarding the entire application.



Results & Output

Perapsis understanding coupled with dedication proved a valuable asset in the entire project. Perapsis were not only able to resolve issues but also bought about system and operations change which were applauded by the bank.

- Bank were able to increase the number of account opening from 3000 to 10000
- Issues calls lowered from 300 calls per day to 30 calls per day
- Smart connectors between bank and technology team
- Automated the issue process with a e-manual
- Brought in Email, Call & WhatsApp support
- From 8 people, we reduced our team size to 6 for handling all queries
- Bagged 2 more new projects with the bank
- Our issue solving turn-around time reduced significantly