Allied Irish Bank

TUNGSTEN
AUTOMATION

AIB

Allied Irish Bank Transforms Their Customer Response Time From Weeks To Minutes and Improving Customer Satisfaction

Allied Irish Bank (AIB) operate over 200 branches and nearly 10,000 employees across the Republic of Ireland. Their employee mantra is "simple and efficient" but before their Digital Transformation journey, Allied Irish Bank processed customer requests through an internal postal service which dramatically delayed their customer response time. Within a competitive industry, Allied Irish Bank is always striving to increase customer satisfaction. To address this they implemented the Tungsten Intelligent Automation Platform, automating over 200 key customer-related processes, whilst improving the customer experience through Tungsten Mobile Capture and Tungsten Web Capture to ensure ALL submitted documents are correct, from the start of the transaction.

AIB

Real time
Instant Customer Feedback

Minutes or Seconds
To process customer requests

"We chose Tungsten because they are constantly showing investment in their products and pushing the boundaries of technology."

Owen Logan, Technology Domain Lead,
Allied Irish Bank

ABOUT ALLIED IRISH BANK

Allied Irish Bank (AIB) operate over 200 branches and nearly 10,000 employees across the Republic of Ireland. They offer a full range of personal, business, and corporate banking services, pensions and insurance for their customers. Their employee mantra is "simple and efficient" but before their Digital Transformation, Allied Irish Bank processed customer requests through an internal postal service which delayed their customer response time.

REQUIREMENTS

- Simple and efficient solution for Staff to use
- Improve responsiveness to their customers
- Manage the physical and digital document capture
- A scalable solution to work with 1,000 different document types, 200-300 different processes and 100 back end-teams

PRODUCTS IN USE

- Tungsten Intelligent Automation with Tungsten Mobile and Web Capture

Challenge

Allied Irish Bank operate over 200 branches and nearly 10,000 employees across the Republic of Ireland. They offer a full range of personal, business, and corporate banking services, pensions, and insurance for their customers with over 200-300 processes and 100 different back-end teams working to respond to customer requests.

> "We've gone from hours and weeks of SLA time into minutes, and seconds in some cases."
>
> **Owen Logan, Technology Domain Lead,**
> Allied Irish Bank

Owen Logan, Technology Domain Lead at Allied Irish Bank explained "Before the digital transformation, we effectively had our own internal postal service. Every day, a van came around each location and collected what we referred to as a 'Blue Bag' where all customer requests were photocopied and put into this bag. It meant that, sometimes, the team processing the customers' requests, weren't getting sight of the request for 24 to 48 hours."

In a busy, competitive environment, AIB looked for a new approach which would enable them to serve their customers better. Owen said "We need to be there to act on our customers' requests, whenever they want to engage with us, and wherever they want to engage with us," explaining "we all live and breathe by the satisfaction of our customers."

Solution

Allied Irish Bank chose Tungsten to enhance its scanning and capture capabilities for digital and physical documents as Tungsten had the scalability to manage 1,000 different document types and support their 200-300 different internal processes.
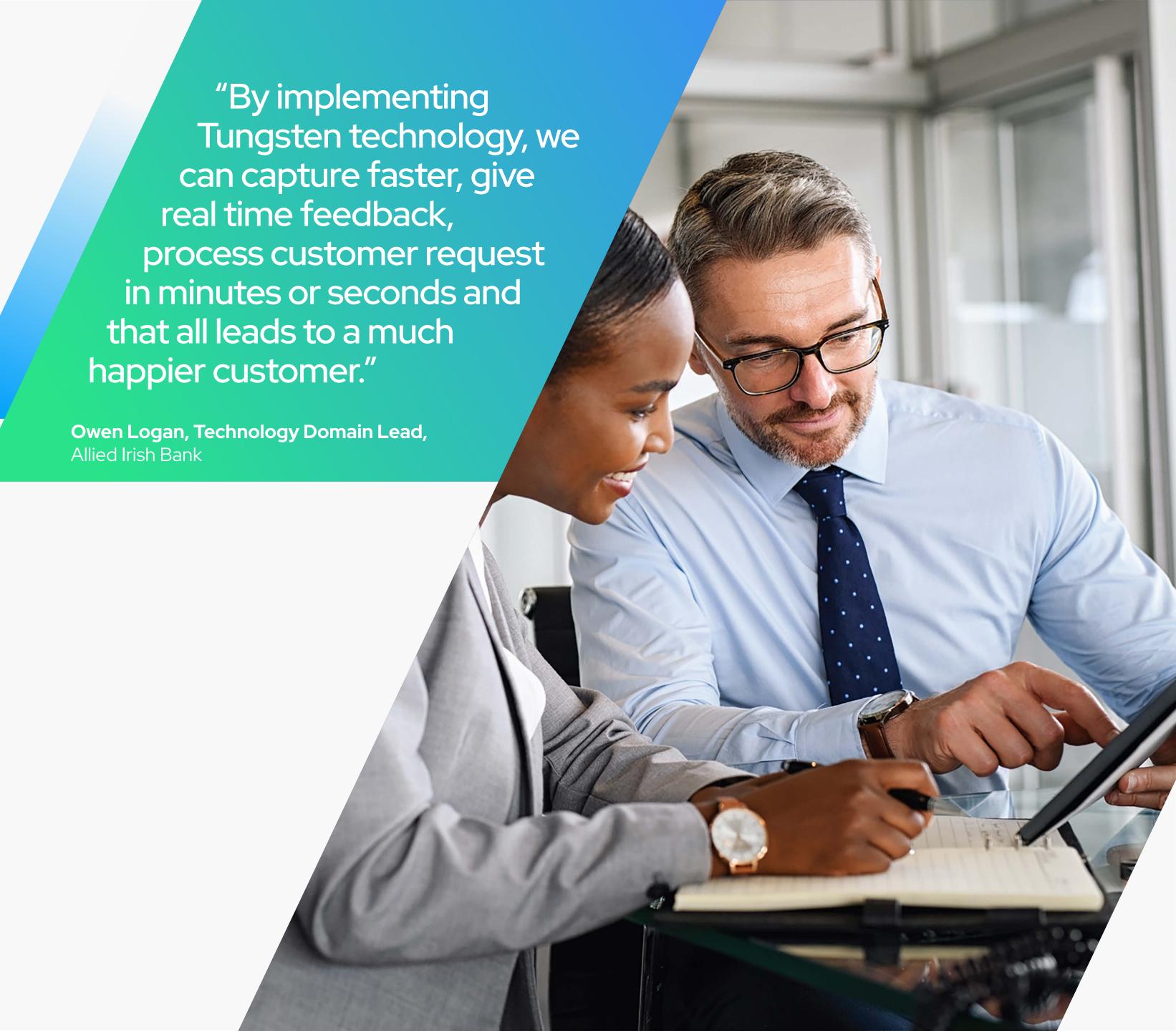
Owen said, "Our employee mantra is 'Simple and efficient" and explained that the solution would need to be simple and efficient for 100 back-end teams.

AIB found Tungsten technologies to be intelligent and easy to use, meaning their previous internal mailroom process became redundant. "We chose Tungsten because we had a great relationship with Tungsten and continue to do so. They are constantly showing investment in their products and pushing the boundaries of technology," said Owen.

Results

Allied Irish Bank's digital capabilities and Tungsten's intelligent data extraction and automation technology means customer requests are processed faster. Owen commented "We've gone from hours and weeks of SLA time into minutes and seconds in some cases".

"If we look at the examples of credit applications. We are dependent on the customer providing central credit or credit register evidence in the form of a PPSN (Personal Public Service Number) document." Owen expands. "A customer could have done everything in terms of their application, but if we're slow in processing that evidence, it means we are adding delays to

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BENEFITS

- Modernized AIB's operations allowing them their employees to work smarter and faster
- Drastically reduced AIB's Customer SLAs from weeks and hours to minutes and seconds
- Tungsten provided real time customer feedback on document upload which saved AIB employees and customers time

the customer drawing down the funds". Owen expanded that by automating the process with Tungsten technology they can avoid any delay to the customer.

Not only does Tungsten help to accelerate AIB processes, but they also help to improve the accuracy of those processes too. Tungsten capture technology intelligently recognizes documents and prompts the customer in real time if they upload an incorrect document. "Our customers are seeing real benefits in the turnaround time of their requests", and Owen continued "By implementing Tungsten technology, we can allow our customers to

self–serve." Tungsten intelligently translates user submitted documentation and gives real time feedback on the documentation requirements to the customer. Allied Irish Bank saw a 40% increase in the accuracy of the uploaded documents and all documents submitted correctly.

He concludes: "By implementing Tungsten technology, we can capture faster, give real time feedback, process customer request in minutes or seconds and that all leads to a much happier customer and that will give us an advantage over our competitors."

**Learn more about
Tungsten Intelligent Automation**

About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

To learn more, visit **www.TungstenAutomation.com**

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