

Case Studies for **Deduplication Process**



One of the Largest Bank in India Leverages AutomationEdge RPA to Automate Deduplication Process

800%
TAT Reduction



Problem Statement

Enhancing the accuracy of MATCH and NO MATCH of existing customers from the Posidex application output for loan applications to understand applicant's credit behavior.



Use Case

User logs in Posidex application daily and runs Dedupe feature to find out MATCH and NO MATCH for loan applications for all loan products.

POSIDEX provides probable internal customer matches for fresh loan application cases. By eyeballing, a team of around 40 users find out MATCH and NO-MATCH cases.



Challenges

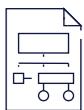
Low accuracy of MATCH and NO MATCH output from Posidex

40 members team manually eye balling MATCH and NO MATCH cases

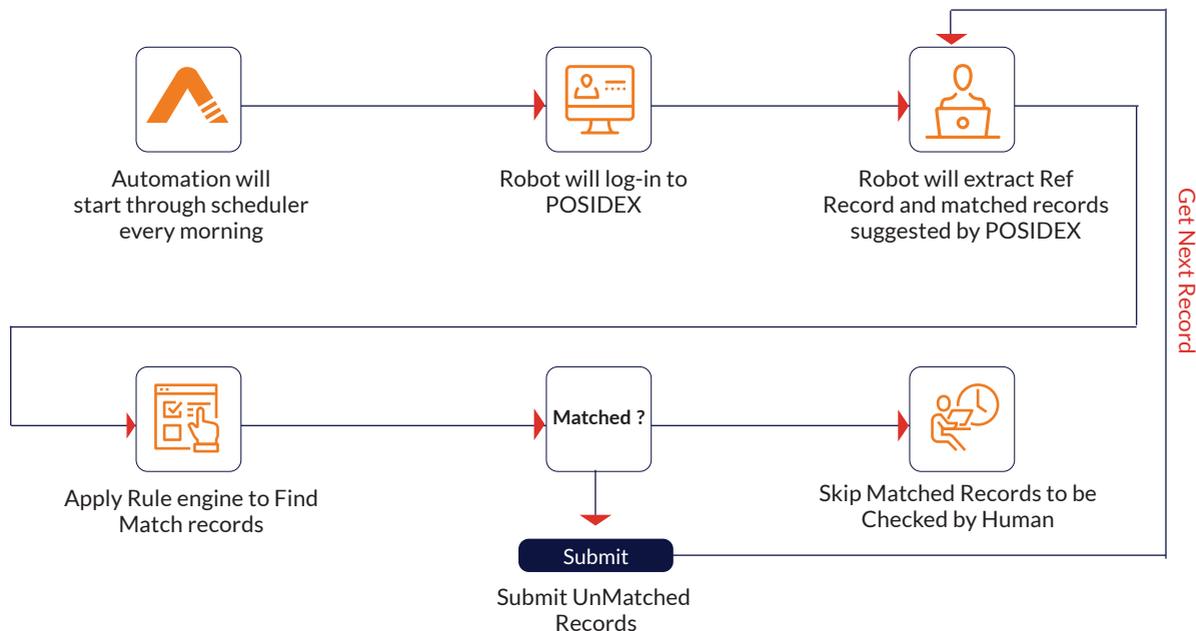


Solution Offered

- Robot will login Posidex and trigger Dedupe for MATCH and NO MATCH
- Robot will extract reference records and matched records from Posidex output
- Robot will apply rule engine (set of validations) to find out MATCH records
- Robot will skip all MATCH records for human checking and will submit NO MATCH records



DeDup Process Flow



Benefits



Accuracy

Accuracy of NO MATCH is 99.98% which is approximately 30% of overall volume
Enhanced accuracy of 18% of total volume over Posidex output



Productivity

Earlier 24 resources were required to process 200 requests per day now no resource required



TAT

TAT is reduced from 15 min to 5 min. to process same service request