p&n bank

CASE STUDY

80%
No decrease in staff engagement

27%
improvement in average touch times to perform an activity on a member request

100K+
emails handled by the system avoiding personal or group inboxes

100K+
documents digitised removing paper from processing

400%
reduction in staff idle time

29%
improvement in elapsed time to complete member requests

11%
less staff required

25%
increase in volume of work

90
Complete visibility of over 90 business processes

TECHNOLOGIES USED

Omniflow

Bot Powered Banking

Process Automation Group

How did Omniflow help you to make such a significant improvement on productivity?

➤ For the first time we have full visibility of how busy our team members are and what they are working on. This has led to a 400% improvement in idle time - time when the user wasn't working on the days work plan.

➤ By diverting work into Omniflow and allowing the system to schedule the workload we have removed significant wasted effort opening cases to see if they need to be actioned. Omniflow only gives a case to a user when there is actually something to do.

➤ By tracking every action on every case, we are able to automatically pinpoint where problems are occurring at a detailed level. This is not feasible across the entire bank using manual process mapping or lean six sigma.

➤ By sharing real time performance with users and allowing them to easily benchmark their performance against those around them, the users have self generated improvement ideas.

What is it like working with Process Automation Group (PAG)?

➤ **Firstly**, we have built a great relationship based on openness and collaboration.

➤ **Secondly**, we have found PAG to be very cost effective. They do not count every minute to maximise their costs and go out of their way to help us.

➤ **Finally** for Robotic Process Automation (RPA), we considered some of the big consultancy firms but in the end chose PAG. One of the key reasons was the level of experience and skill in the PAG team. They have years of experience both in financial organisations and in process improvement. This brings immense value to P&N Bank and helps us to improve our skills.

Omniflow rapidly provides the output of hundreds of process design workshops without taking team members away from their work.

How does RPA work with Omniflow?

The essence of RPA is to remove low value or repetitive tasks to allow users to focus on value added activities. Omniflow is key to our success in this area because:

➤ We need to be able to transfer work from users to robots and back seamlessly. Omniflow allows users to move cases into a robot work queue. Robots automatically process any work in their work queue and when finished move the cases back to the appropriate user work queue.

➤ Users need to know what robots have done and this is achieved by robots adding appropriate case notes exactly like a user would.

How do you know which Robots to build and how much benefit you are realising?

➤ Omniflow shows the time taken and frequency of all activities performed. We build robots to replace the most frequent activities with the highest time taken.

➤ Omniflow automatically tracks productivity in real time for all users including robots. Once a robot has been implemented, we can track the reduction in time taken and therefore track benefit realisation automatically.

For more info
1300 855 901 or
processautomationgroup.com.au

Does Omniflow & RPA impact Colleague engagement? - it feels very big brother!

On the contrary, our experience is that the Engagement score has remained very high. For users there are clear benefits:

➤ Users can now see their performance and benchmark themselves against peers in an equitable way.

➤ Performance is empirical - so the quiet achievers now get recognition where previously they may have been overlooked.

➤ Achievements - for example learning a new skill are recognised and recorded in Omniflow either automatically or by supervisors.

This sounds like a big change for users?

Initially, users continue to do their work exactly as they did before. The only minor change is that they will receive their work from Omniflow as a single source, rather than the numerous sources they had before such as paper and email. The biggest change is for supervisors. Omniflow removes much of the work allocation burden and helps to identify those cases that need quality assurance, freeing up time for coaching and performance improvement.

So is it business as usual now?

It's business as usual in the sense of continuous improvement and RPA. Although the results to date are impressive, we can see that we can go a lot further.

➤ As improvements are implemented, the productivity monitoring reveals the next set of potential benefits to be targeted.

➤ We are at an early stage of our RPA journey and can already identify a significant number of areas where the robots could improve productivity.

➤ Excitingly, with all of the data captured by Omniflow, we are reaching the point where artificial intelligence & machine learning can be applied for the next tier of benefits. With over 250,000 instances of users performing tasks, we can easily analyse incoming work and predict which tasks should be completed in which order and at what time to provide the best outcome for our members.

**For more information
contact us on 1300 855 901 or
processautomationgroup.com.au**