

Case Study



Client Profile

Organization

Canadian credit union

Size

Almost 2,000 employees, over \$11 billion in assets, 50 branches and around 425,000 members

Industry

Financial services

Based in Surrey, British Columbia, the client is one of Canada's largest credit unions. It has also been distinguished as one of the best employers in the country.

BANKING WORKFLOW AUTOMATION

Business Needs

The client was experiencing inefficiencies and errors during the daily processing and reconciliation of night deposits and other deposits made via ATMs. These business-critical workflows were carried out manually and it had become clear that, to maximize efficiency and minimize human error, they would have to be automated. The available off-the-shelf IT solutions for banking provided very limited transaction-processing functionality

Solution

The client engaged Knowledgetech to create a custom solution. Knowledgetech delivered a transaction and reconciliation application (TARA), based on Microsoft Windows Advanced Server and SQL Server. This application provided the client with:

- A fully-automated transaction processing system
- A centralized data warehouse for all financial transactions
- A range of real-time customer analytics data

Benefits

- Maximized efficiency by automating business-critical routines
- Lowered transaction-processing costs by 30%
- Increased the volume of transaction processing by over 300%
- Decreased transaction-processing errors to less than 1%
- Clarified understanding of customers, facilitating customization of products and the creation of targeted marketing campaigns
- Improved both employee satisfaction and customer retention



www.knowledgetech.ca

604-484-8099