

Edelweiss Financial Services Automates Reporting Using Nividous 'Attended Bots'

Organization

Edelweiss is one of India's leading diversified financial services conglomerates, providing a broad range of products and services. With a client base ranging across corporations, institutions, and individuals, its offerings span multiple asset classes. With a reach across domestic and global geographies, our 1,200,000+ strong client base is serviced through a network of over 450 offices, with more than 10,000 workers.

Challenges

The customer has always strived to be the most customer-centric wealth management business in the world. Having seen the proven success of Nividous Platform in some of the back-office processes, the customer wanted to expand its use in removing friction in client lifecycle.

Its highly valued resources were required to generate and distribute several financial reports by navigating through multiple external websites, legacy systems, and emails depending upon the customers' requests. These cumbersome activities prevented them from spending enough time on planning and strategizing. Moreover, the longer reporting cycles were causing customer dissatisfaction and involved a high risk of human errors.

Solution

Nividous Platform enabled accurate and accelerated report generation and distribution. Nividous 'Attended Bots' with captcha handling capabilities, and role-based access easily interact with multiple internal and external investment websites and legacy systems to generate and share various types of reports.

The Bots could encrypt the reports (PDFs) before sharing them with the customers, improving security measures. The Bot also creates tickets in Salesforce along with case IDs to track the status of each service requests generated by CXOs. Automated emails, detailed audit reports, and strict compliance checks increased the effectiveness of end-to-end automation.

Benefits



Reduction in report generation cycle time



Improved process visibility



Reduction in administrative efforts

Forrester cites Nividous Attended Bots use case at Edelweiss Financial Services in its recent report. The leading analyst explains how the firm utilized Nividous 'Attended-mode' Bots to improve customer experience.

Source: Attended-Mode RPA: The Differences You Need To Know
Intelligent Automation Must Include The Front Office
By Craig Le Clair | July 29, 2019

Processes automated

- Report generation and distribution
- Know-Your-Customer (KYC) document generation

Industry

Wealth management

For more information on how financial services providers use Nividous platform visit:
<https://nividous.com/case-studies#financial>

Today, our customer service delivery officer needs to just key in a few data fields such as the customer account number for Nividous Bot to grab data and statements from the relevant websites to generate a consolidated report. We plan to extend functionality to allow these requests to come from the customer via our website directly with an AI- or self-service-enabled chatbot."

Senior Vice President
Edelweiss Financial Services