

## Reduce TCO by 35% in STP Exception Handling Operations with SyntBots™

### BUSINESS GOALS

- Increase savings in operational costs
- Automate operational processes

A leading financial services provider practices Straight Through Processing (STP) for trades and other financial transactions. However, a significant number of transactions fail STP and need to be processed manually. Atos Syntel partnered with the client to implement SyntBots – Atos Syntel’s next generation automation platform — as part of its managed services profile to reduce processing time.



### BUSINESS BENEFITS

**100%** ACTIVE PERSISTENT KNOWLEDGE STORE

**62%** IMPROVEMENT IN PROCESSING WINDOW

**35%** TCO REDUCTION FOR INVESTMENT BANKING OPERATIONS

**ZERO** DOWNTIME AND RAPID SCALING

**ZERO** ATTRITION

IMPROVED BUSINESS CONTINUITY

### CHALLENGES

- **Economic loss** due to failed financial transactions
- **Operational risk and delays** with manual processing
- **Inaccuracies** in manual re-processing compound the economic loss
- **Delayed onboarding** due to diverse legacy processing systems that require intensive training
- **Attrition** of manual operators/agents
- **Inability to scale rapidly** with business demands

### SOLUTION

Atos Syntel deployed **SyntBots** to automate the client’s operations platforms. Atos Syntel’s solution included the following:

- A clear business case for SyntBots-driven automation and select appropriate processing areas
- Record-and-play knowledge capture to enhance knowledge acquisition
- Workshops to review processes and add exception handling or governance
- Validation and parallel runs accomplished before rollout
- Process-based iterative rollout to accelerate ROI while balancing risks
- Robust workflow to handle exceptions and manual interventions
- Dedicated security module and governance processes to strengthen security of operations
- Centralized deployment and monitoring to scale requirements on demand

### Streamline Process Automation and Enhance IT Performance with SyntBots

Atos Syntel’s integrated automation platform — SyntBots — was developed on open source architecture, leveraging next-generation robotic automation and autonomic computing technologies to transform IT and process operations across the enterprise technology stack.

The zero-risk deployment model can be used across any kind of infrastructure, irrespective of an organization’s IT maturity, governance practices, and technology challenges. It integrates with a multitude of third-party software products, making it easy to use and transformational in nature.