

PROJECT PRESENTATION

DEPARTMENT
IT
Operations

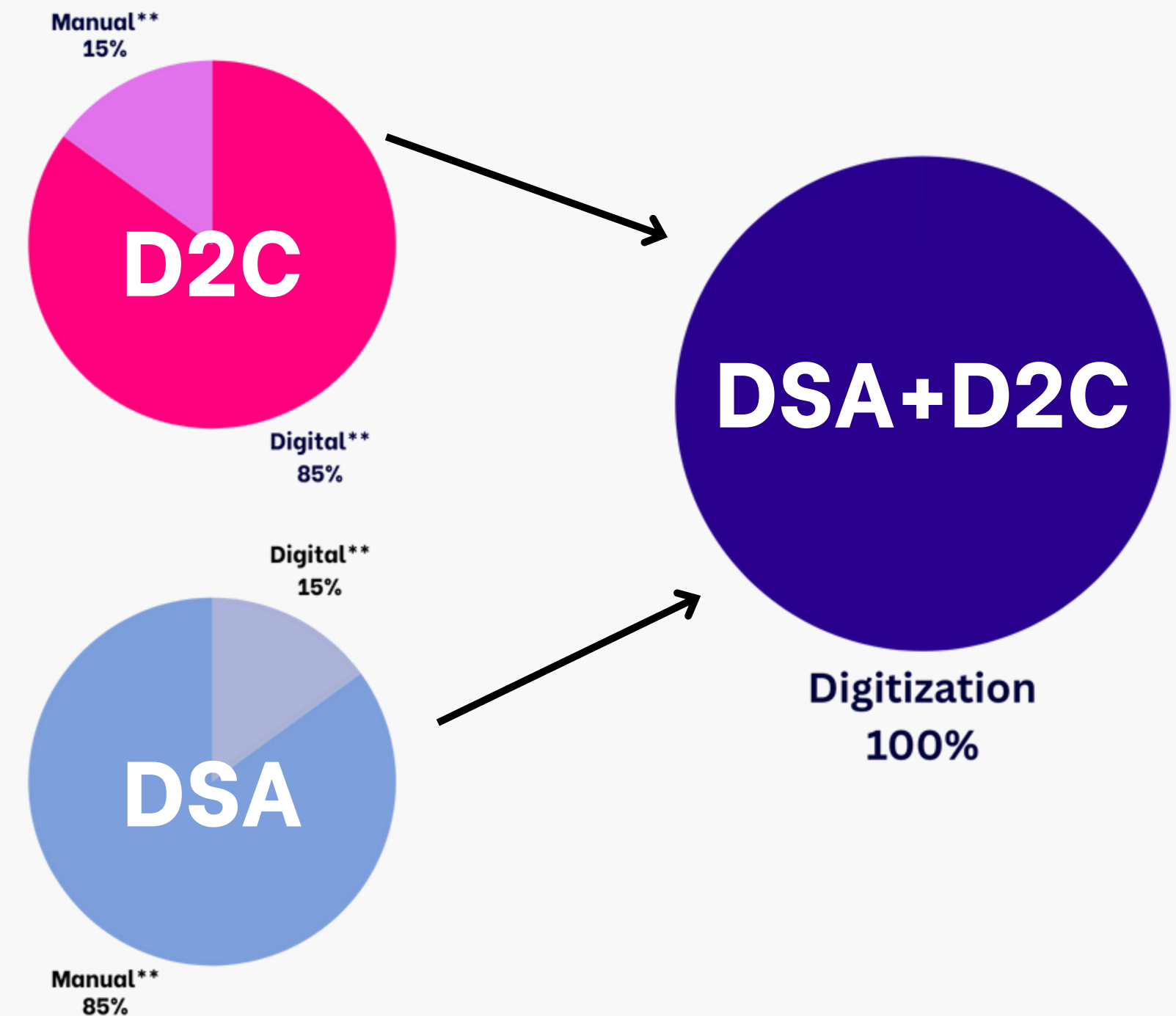
PRESENTED BY
Nishtha Agarwala

Stint Duration
8 Months

Vision and Mission

To revolutionize organizational processes by leveraging cutting-edge technology to achieve 100% digital efficiency. Our vision is to lead the NBFC sector in operational excellence, setting new industry standards and inspiring growth through innovation.

Business Loans



***E-Mandate & Digital Signatures*

Digital Worker Project

Taking a leap towards 100% digitisation of all operations processes.

What is a Digital Worker?

Digital Worker is an extension of the human workforce with a focus on speed, accuracy, security, and predictability. The digital worker can automate and run multiple processes concurrently due to its powerful native scheduler.



Features

- **Available 24/7**
- **Robust**
- **Scalable**
- **5x Faster**
- **More Accurate**
- **Adaptable**
- **Smart in handling
Complex situations**

WHY**WHAT****HOW**

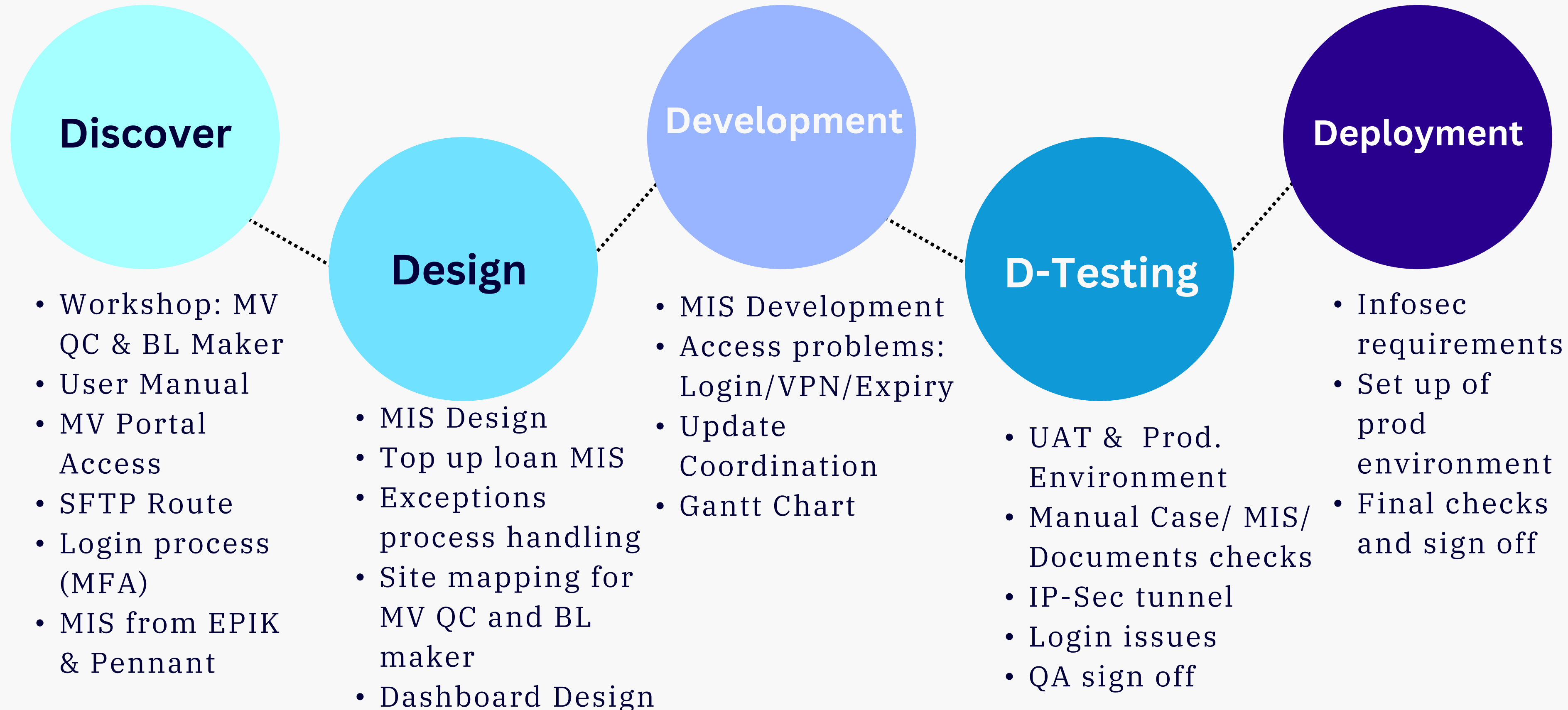
Gap & Approach

- Operational Efficiency
- Reduce Costs
- Stay Competitive & Agile
- Improve TAT
- Scalability & Volume
- Employee Satisfaction
- Drive Business Growth
- Enhance Customer Experience

- BL Maker
- Money View QC
- Bank Reconciliation process
- Co-Lending Processes
- Increased Human Costs
- Efficiency
- Rate of Error (NFTR)
- Standardization
- Resource allocation

- Leverage AI & digital bots to take over manual processes through machine learning
- Working & improving on existing IT processes and platforms.
- Automating MIS creation, login processes, document procurement
- Deploying IPSEC Tunnel for TDS, DMS and SFTP access.

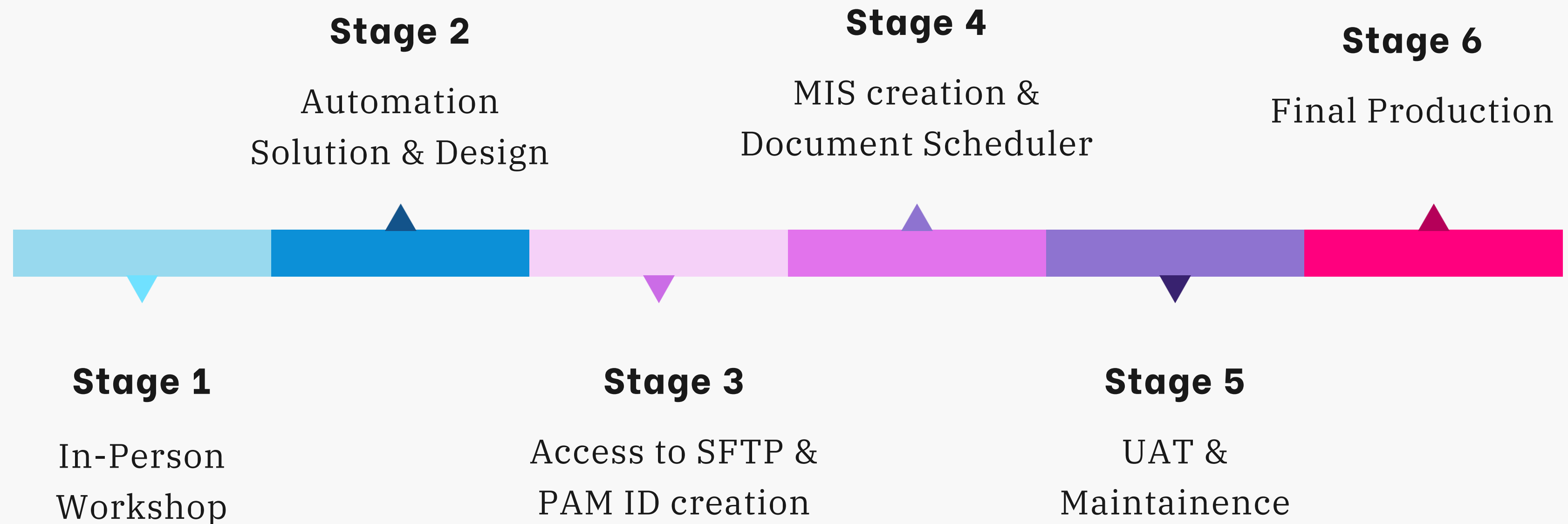
Process Flow – 5D Model



MV QC Journey

Problem Statement & Process Flow

**Manual Process: Off shoot vendors manually doing QC for 18k-20k files per month.
In the current scenario QC is done in the subsequent month of disbursement.**



Challenges & Solutions

Challenges Faced

- Discrepancies in MIS generated
- Mismatch in the count of PDF to entries in MIS
- ID expiration Issue
- VPN Issue
- Error handling challenges
- Top up cases process
- Key Facts Sheet Retraining
- Mother name Father name Validation

Solutions Provided

- Consolidated MIS & Scheduler for document
- Alerts based on future expiration Date/ Non-Expiry Passwords
- IPSEC tunnel
- Cross functional query resolution
- Top UP Cases MIS
- Retraining DW for KFS
- MN & FN: list of terms to mark as exceptions

MV QC TIMELINE AND PROGRESS

1 July/August

- Vendor Onboarding
- In-Person Workshop
- Site Mapping

2 September

- Solution Formulation and Design
- ID creation
- Server Access

3 October

- DW Development
- DW Training
- Process Refinement
- Query Resolution

4 November

- UAT
- Sample Cases
- Top-Up Loan Process
- Query Resolution

5 December

- UAT
- Exceptions Handling
- Pre-Prod Movement
- Query/Error Resolution
- UAT Sign Off

6 January/ February

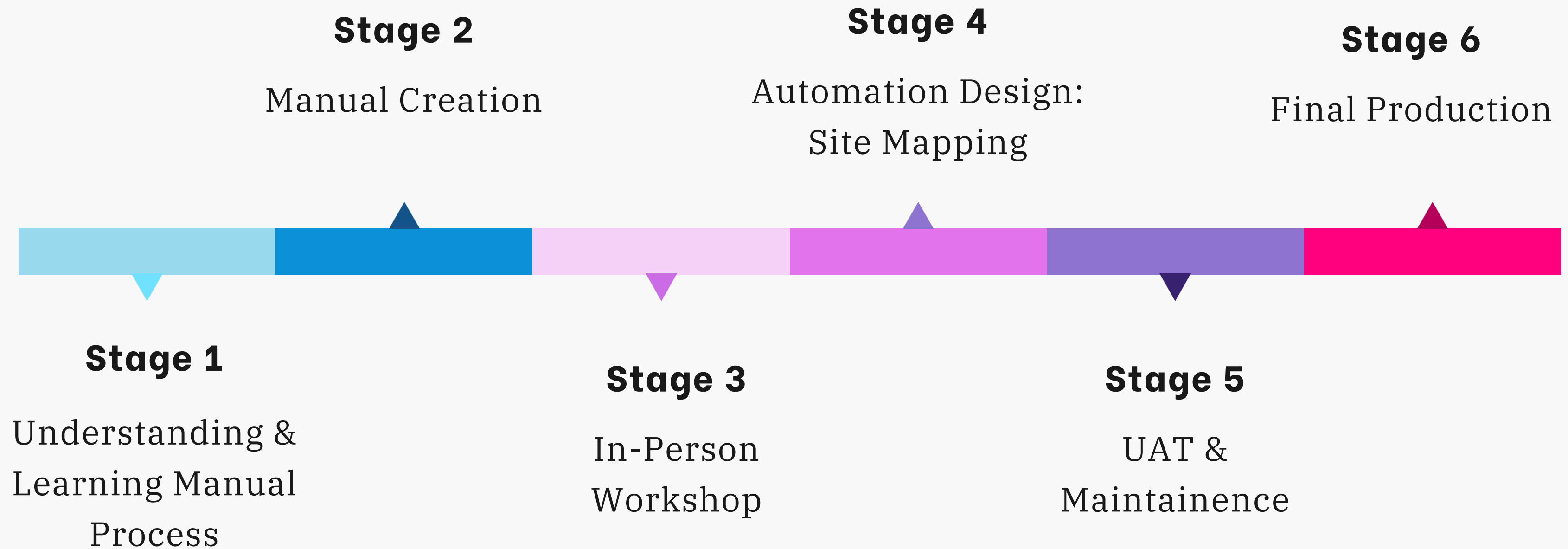
- UAT
- Prepare for Production
- Go Live

***DW: Digital Worker*

BL Maker Journey

Problem Statement & Process Flow

**Manual Process: Off shoot vendors manually doing Maker for all BL cases each month.
Each case takes about 45 minutes. Month End skewness**



Challenges & Solutions

Challenges Faced

- Extraction of Information
- Hand-writing reading
- Tick Boxes checking
- Lack of Standardization of forms across cases
- Signature reading
- Accuracy
- Chorus DA tool replacement due to server location
- Document Uploading on Dexter under different names

Solutions Provided

- New user interface was created
- A new tool was made for extraction
- Standardization of FI Forms across vendors
- Trying to train digital worker across all formats of BL forms
- Signatures to be checked by Checker
- 10,000 cases for training
- In house tool instead of Decipher
- Document upload system has been renewed in which specific forms will be uploaded in a specified folder

BL Maker TIMELINE AND PROGRESS

1

July/August

- Vendor Onboarding
- In-Person Workshop
- Site Mapping

2

September

- Solution Formulation and Design
- ID creation
- Server Access

3

October

- DW Development
- DW Training
- Process Refinement
- Query Resolution

4

November

- DW Development
- DW Training
- Query Resolution

5

December

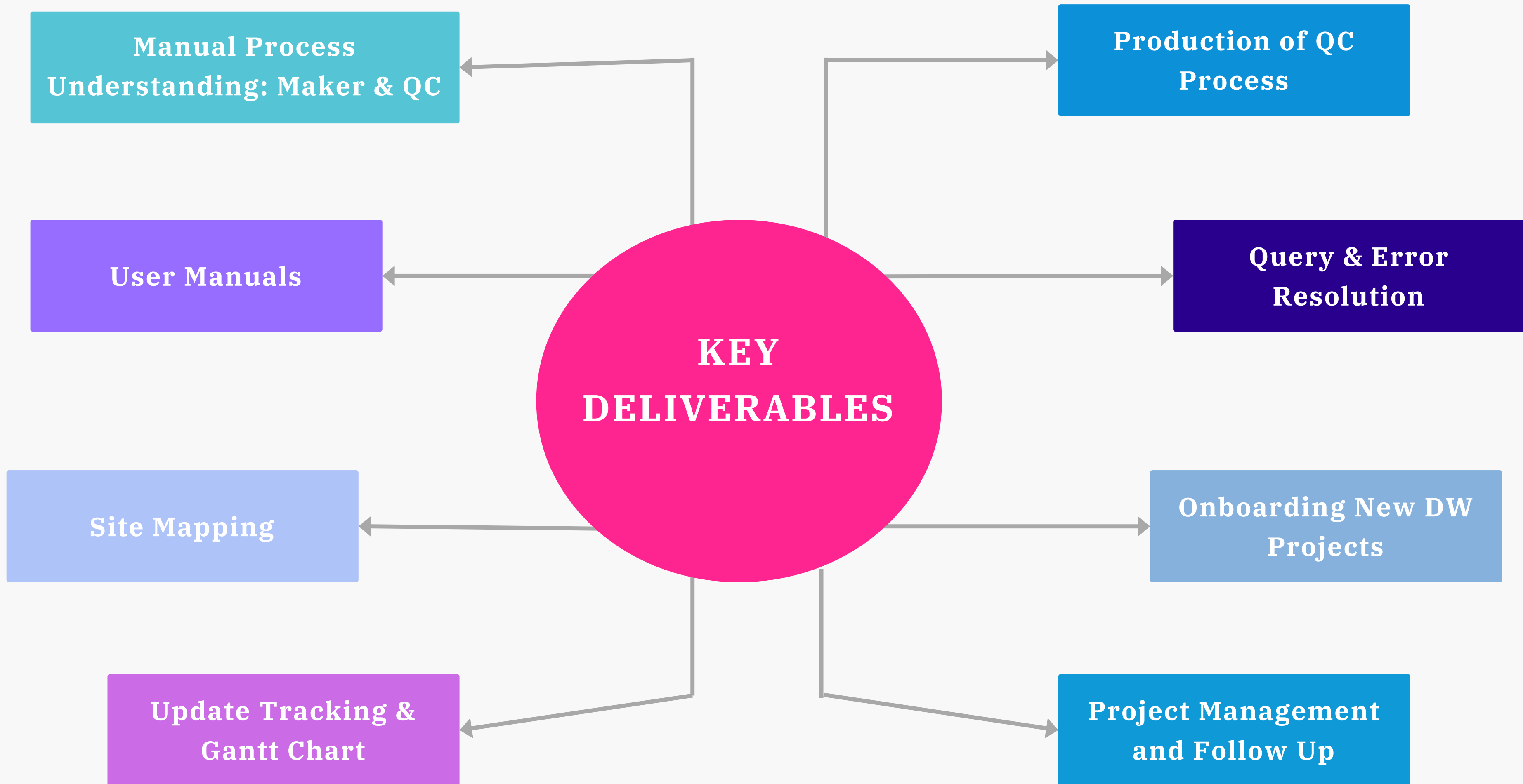
- DW Training
- New Tool Demo
- Query Resolution

6

January

- DW Training
- Prepare for UAT

***DW: Digital Worker*



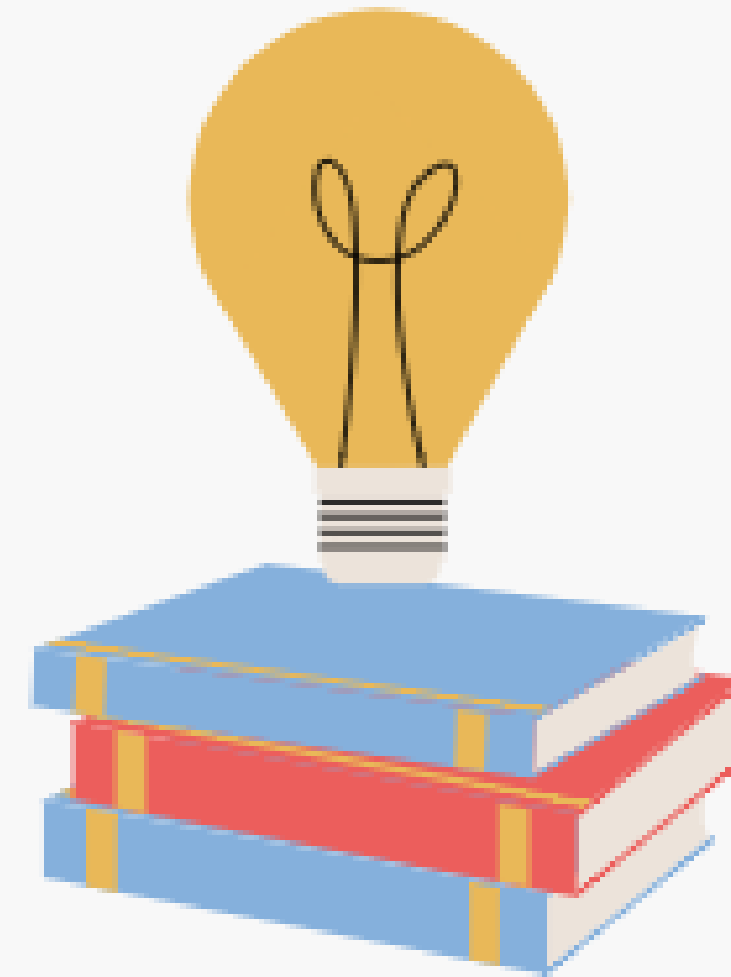
Projected Impact

Post Maturity and Stabalization of Project (~7 months)

S.No	Topic	MV QC	BL Maker
1.	NFTR/Error Rate	N/A	Current NFTR: 60% DW NFTR: 25% (Reduction due to Standarization) Error Rate: 10% DW Error Rate: 0%
2.	Man Hours required	Current: 9 hrs per person DW: Available 24/7	Current: 9 hrs per person DW: Available 24/7
3.	Cost	INR 14 Saving in the Annual Operating Price Rupees 1.60 Lakhs Saving Per month	INR 170 Saving in the Annual Operating Price Rupees 3 Lakhs Saving Per month
4.	Scalability	N/A	Current: 800-900 Cases per month DW Potential:1600-1800 cases per month
5.	Turn Around Time (TAT)	Current TAT: 15 mins DW TAT: 2 Mins (tentative) Reduction: 11 mins per case	Current TAT: 40 mins DW TAT: 15 Mins (tentative) Reduction: 25 mins per case

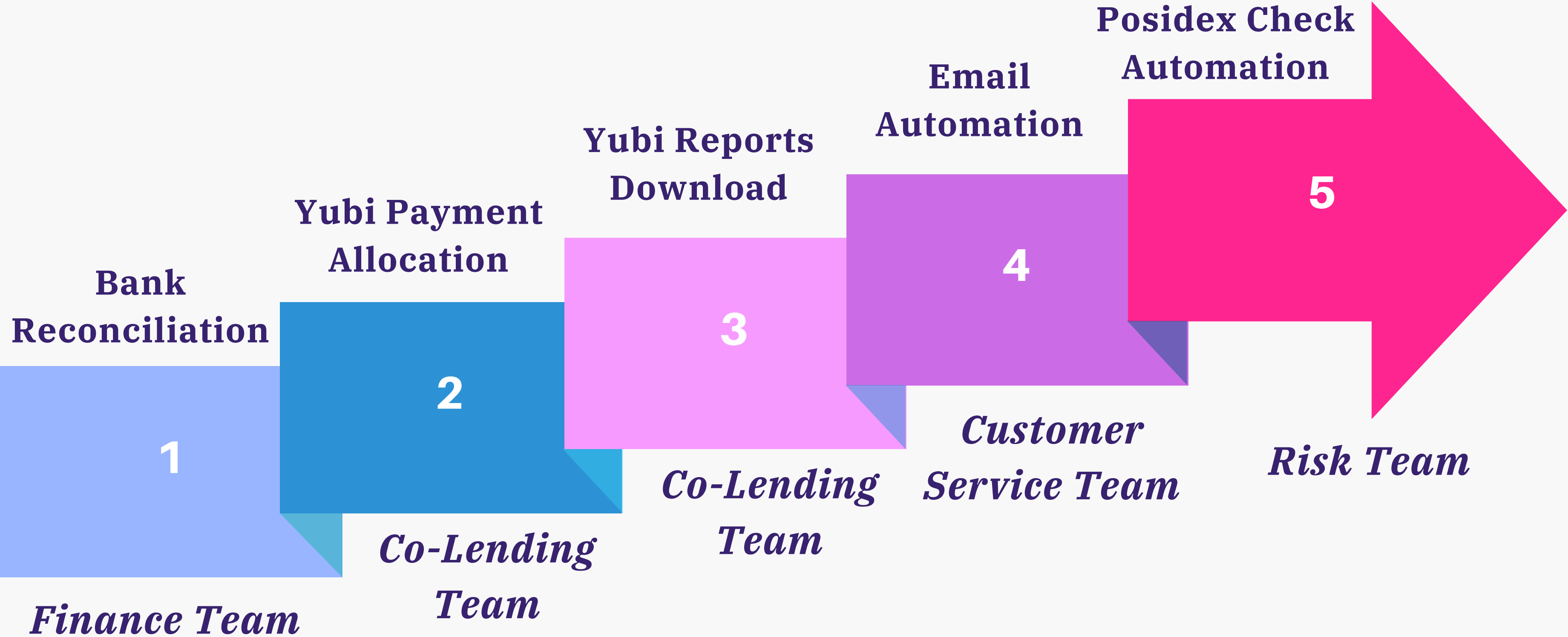
Learnings and Takeaways

1. Incident Management and Troubleshooting
2. Data-Driven Decision Making
3. Vendor & Stakeholder Management
4. Scalability Planning for IT solutions
5. Cross Department IT collaborations
6. In-Depth Process Understanding
7. Loan Documentation process
8. Formal/Technical Documentation
9. Project Requirements & Management Tools
10. User Experience Considerations in IT solutions



Way Forward

Upcoming Projects



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Thank You