



# Regional bank supports aggressive growth **with RPA and workflow**

The bank boosts productivity, employee morale, and customer satisfaction with Nintex-based processes for everything from wire transfers to Paycheck Protection Program loans.

**Organization**

Regional US Bank

**Industry**

Financial services

**Country**

United States

**Business situation**

The bank had aggressive growth targets and wanted to use process automation technology to both boost productivity and customer satisfaction.

**Solution**

The bank uses a combination of Nintex RPA, Nintex Workflow Cloud, Nintex Forms and more to automate key processes such as wire transfers and PPP loans.

**Benefits**

Cuts time for key process in half  
Achieves 241 efficiencies saving \$265,000  
Makes PPP loan process a customer-pleasing competitive advantage

# Doing automation “right”

When a financial services company launches an ambitious plan to double its assets to \$10 billion over five years, what should it do to fuel and support that growth successfully? That was the question facing the community bank with a full range of commercial and consumer-facing lines of business.

Scaling up productivity was one obvious key. So was increasing customer satisfaction. Workflow automation could help do both. The bank had a core workflow tool but it lacked automation, making it essentially a checklist. The bank needed more.

When the bank’s enterprise automation team researched options, several groups within the company were already using Nintex for robotic process automation (RPA) and document generation. Nintex offered a comprehensive suite of tools for workflow automation, digital forms, and mobile apps, in addition to the

RPA and document generation capabilities the bank was already leveraging. Nintex also offered integration with third-party software—including Dropbox and Salesforce—that the company already used; cost-effective licensing; and tremendous ease of use. Standardizing on Nintex Workflow Cloud and the rest of the Nintex suite for all of the bank’s process automation needs just made sense.

The next choice was deciding which business process to automate first. It had to be a common process with which both employees and customers were familiar, that they both found tedious and that could be automated quickly to deliver a proven, quantifiable benefit to employees, customers, and the company itself.

# Transforming a key process

The process that enterprise automation team chose was the bank's outgoing wire transfer process for transferring money from an account in the bank to one somewhere else. It was paper based, requiring the teller to obtain a signed form from the customer, scan and copy it, put it into a ticketing system, verify the details, manually calculate exchange rates, rekey the information into another system, and watch for email approvals. The process was time-consuming, prone to error when data was rekeyed, and lacked a tracking system—especially important to facilitate audits.

The bank's IT team started the transformation of the wire transfer process by getting rid of the paper form, replacing it with a dynamic Nintex Form that captures details of the transfer—such as whether it's domestic or foreign, other currencies that may be involved, amount, and so on. It also captures documents the customer may have, like wiring instructions, as attachments.

When the teller hits "submit," Nintex forwards the data to Nintex Workflow Cloud, where Nintex DocGen® creates the completed form and Nintex RPA bots verify the customer's

identity and available bank balance, pull current exchange rates from a SharePoint list, and automatically calculate amounts in the specified currency. Nintex Workflow notifies the approver that a wire transfer requires their attention. The approved wire is processed for payment.

But the Nintex solution doesn't stop there. Nintex RPA moves the document into a centralized folder per wire, and then combines all the days' wires and moves them to the bank's centralized storage location, which is locally hosted. Each transfer can be easily accessed if requested by auditors. The previous system could only aggregate weeks' worth of transfers into single PDF files, greatly complicating any audit request.

The enterprise automation team also created a process for transfers that kick out an exception to the teller—for example, for transfers that lack sufficient funds. These can be paused in the system for 12 hours, to give customers time to cover any shortfalls, or can be routed to an exceptions approver. In all, the process includes 172 steps and has so many "moving parts" that it's far more than a simple approval process.

# Completing the process in half the time

The new, Nintex-based wire transfer process is a big time-and-money saver for the bank, mostly by eliminating the need to create tickets to track the process, minimizing the number of times the teller touches the ticket or rekeys data, and reducing errors and the time needed to correct them. Wire transfer orders are now ready for customers to sign in about a minute, down from several minutes previously, and they're almost inevitably correct the first time, boosting customer satisfaction. The entire process is now takes just 50% of the time previously required, freeing tellers to perform other tasks.

Other groups around the bank were quick to notice—and to ask the enterprise automation team to wave the Nintex wand over their processes, too. Over the course of a year, the bank used Nintex to transform business processes for Paycheck Protection Program loan applications and loan forgiveness, credit applications, system maintenance, address changes, application status checks, account creation and closing, credit card ordering, mortgage sales, and more. The bank uses more than 50 Nintex bots that interact with systems throughout the organization—and that it created without any extensive coding knowledge or use.

# Savings of \$265,000 is just the beginning



By the end of 2019 the regional logged 50 efficiencies saving 4,245 hours. Based on those numbers, it planned to create 100 efficiencies in 2020 saving about \$100,000. It needn't have been so conservative: total efficiencies soared to 241 resulting in savings of \$265,000. And there's much more to come.

Nintex will continue to play an increasingly important role in the bank's operations. The enterprise automation team is looking at more opportunities to implement Nintex solutions. The bank's wealth management, trusts, finance, treasury, equipment financing and more all need innovation that can benefit from Nintex-based workflows.

## **About Nintex**

Nintex is the global standard for process management and automation. Today more than 10,000 public and private sector organizations across 90 countries turn to the Nintex Platform to accelerate progress on their digital transformation journeys by quickly and easily managing, automating and optimizing business processes. Learn more by visiting [www.nintex.com](http://www.nintex.com) and experience how Nintex and its global partner network are shaping the future of Intelligent Process Automation (IPA).

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