



## **AUTOMATING FOR TOMORROW**

HCL'S APPIAN COE HELPS A FINANCIAL CLIENT  
REDUCE MANUAL WORK AND IMPROVE PRODUCTIVITY



PLATFORMS &  
INTEGRATION

### **CLIENT BACKGROUND**

Headquartered in San Francisco, California, the client is a financial institution offering a diverse range of financial services. The client engaged with HCL to implement a Business Process Management (BPM)-based workflow solution for account opening and document management.

### **ENGAGEMENT AREA**

HCL was engaged to define and implement a workflow solution using BPM platform for account opening/closing, transaction processing and account reviewing with e-signatures and imaging capabilities. To implement the workflow solution, the following approach was adopted:

- Consulted HCL's Appian BPM COE on various business optimizing features. It proposed a solution after understanding business requirements for a workflow-based solution of the account management process
- Ensured active participation of the stakeholders so that both business and IT realize the workflow process distinctly
- Followed an iterative approach through UI storyboards and prototypes such that the gaps are identified in the initial stages and rework is minimized
- Conducted end-user training sessions on the application use, to avoid roll out delays

### **BUSINESS CHALLENGES**

The client wished to streamline the following transaction-related challenges:

- The current account opening process, which consisted of multiple handoffs and manual processes
- Time-consuming approvals and manual tracking of distributed artifacts
- Access to account information

## HCL SOLUTION

- To automate the current manual Trust Accounts Management process, HCL proposed a consulting-led approach that helped in faster processing and more effective business monitoring. HCL's solution involved:
- Developing an interactive electronic forms-based portal to capture data into the system accurately and to enhance customer experience
- Analyzing key business rules and automating several tasks
- Utilizing Appian's document management capabilities for digitizing documents that could be dynamically generated, stored and routed for review
- Leveraging HCL Toolkit and DocuSign to extend Appian's integration capabilities for providing e-signature solution to customers

## TECHNOLOGY USED

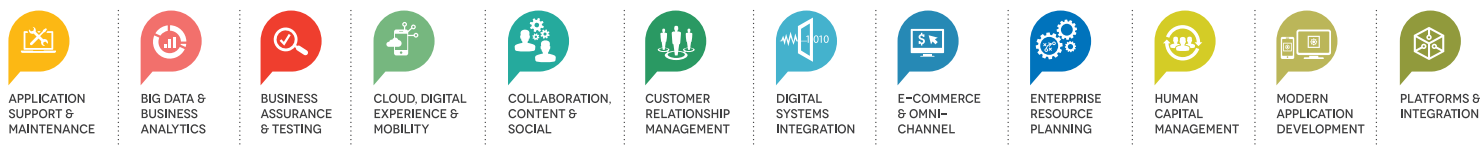
The following tools and technologies were used during the engagement:

- Appian 7.5
- DocuSign

## CLIENT BENEFITS

On implementing the BPM-based workflow solution, the client benefitted in the following ways:

- Provide visibility into the end-to-end account opening/closing process, thereby enabling better planning and decision-making
- Reduce turnaround time of account handling by automating of work assignments and business rules
- Eliminate duplication of data entry that resulted in reduced wastages and improved productivity
- Reduce manual paper work
- Improve customer service and overall customer experience
- Provide a centralized system of record for customers' accounts



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