CaseXellence
Streamline | Transform | Engage

CaseXellence was deployed to implement Loan Document Management and Tracking system for a major Indian commercial bank in the private sector which is head quartered in Kerala having 1200+ branches and 1900+ ATMs/Recyclers spread across different states in India with 12000+ employees. The bank is a pioneer among traditional banks in India in the area of using technology to leverage its operations and was among the first banks in India to computerize all its branches.

Challenge

Presently, at this bank, the Business Team (Branches and RMs) raise all their requests to the respective Zonal CADs through emails. CAD essentially is a business process, collecting documents for a loan. It is now being done manually, which makes this process long, tedious and prone to mistakes. There is also a compliance requirement for banks that need certain documents to be collected periodically. Also, the only channel for communication between Business Team and ZCADs is email. Therefore, proper tracking of requests by the sender and the recipient became difficult and certain discrepancies had been observed

Solution

- A workflow management to be in place for all the activities handled at the ZCAD level.
- Only one window (CaseXellence platform) to handle CAD-related requests for the Business Team and the ZCADs to access other integrated systems like multiple LOS, DMS, and LMS.
- Proper tracking of requests and thereby improving TAT.

The proposed CaseXellence implementation involved the integration of different systems viz. Loan Originating Systems (LOSs), Document Management System (DMS), and Covenant Management System (presently called Loan Management System – LMS) which communicates with the CX platform.

This solution allowed the business user to create and manage new workflows, intake forms and templates. Generating documents using these modules is at the core of the product.

The customization ability that the product provides to a business user requires no intervention by a developer. This flexibility makes managing the product hassle free.

The workflow engine that was created is an all-encompassing customizable module that stiches together the forms, templates, users and tasks.

A user manual was developed to train the trainer aimed at equipping the business users to leverage the products flexibility.

All documents that were to be collected for a case (loan/ application) did not need to have the same lifecycle. Some documents might need to be electronically signed, while some need to be physically signed. CaseXellence is able to support this variation by integrating with the client's e-sign solution.

The built in Audit Trail tracks every change made to a document and allows a quick preview to any user wanting to know about the document's journey.

Results

Better streamlining and Tracking of Requests generated by Business Team

Advantage of implementing this Project:
High results in Audit and that is part of Banks Compliance policy.

Time Saved to respond / closure:
Around 40 % of the Loan Cycle.

Man days Effort Saving:
Close to 42%.