

# Banking Process Automation – BPA

## Business Challenge

Banks face significant challenges to meet the customer's expectations and the security threats in a highly competitive industry considered as the largest consumer of information technology products and services. They undergo disruption where disparate internal and external systems are not integrated, creating lots of manual processes around them which are time consuming, lead to poor customer experiences, and are prone to human error. Errors made when inputting information can cost banks money, risk of non-compliance, as well as damage their reputations. These challenges created the need to optimize operations, and improve bank customer communication, adding that they should focus on automating manual processes, reducing costs and improving data quality to remain competitive.



### Banking Process Automation for Open Text (BPA)

MGS Banking Process Automation for Open Text (BPA) is an advanced solution, a fully configurable and dynamic solution that lets you automatically capture, validate, and categorize customer data. It manages and controls document security, easily collaborates on the content, track e-signature on the documents, accelerates automation within their business process using Robotic Process Automation (RPA), Application Programming Interface (API) enablement, and AI technologies such as machine learning.



### BPA Role

BPA is built on top of OpenText Content Server system, it uses OpenText ECM solution and workflow that complies with different customer requirements by configuring existing processes as well as building new processes, and it manages content inside and outside BPA system. BPA integrates seamlessly data and processes across the system, and empower users with visibility of the processes based on set of permissions to proactively manage their rules for improved compliance with internal information governance mandates and regulatory requirements. With BPA system, banks can reduce processing time and costs, while providing greater oversight of the application process and better customer service.



### Product Features and Function

BPA has a friendly, and customizable user interface, it uses the native features provided by content Server such as Smart View as Web Page, Browsing Folders, Workflow Maps, Workflow Forms, Search and edit Pre- built Templates, Categories and more...



## MGS Automated More Than 100 Processes For More Than 15 Banks.

Many other processes can benefit from these automation technologies. Some of the major use cases: Banking & Financial Services - Retail & Commercial Banking - Customer Onboarding & KYC (Know Your Customer) – Credit Card Operations- Core Banking Operations - Audit, Risk & Compliance - Break FD Progress.

### **Configurable and Customizable**

Empower user with the ability of configuring and customizing existing processes, as well as building new processes.

### **Learns on Job**

IRC has the ability to continuously improve through learning from user feedback and getting 'smarter' "Faster" and "more accurate" over time.

### **User Friendly & Intuitive Screens**

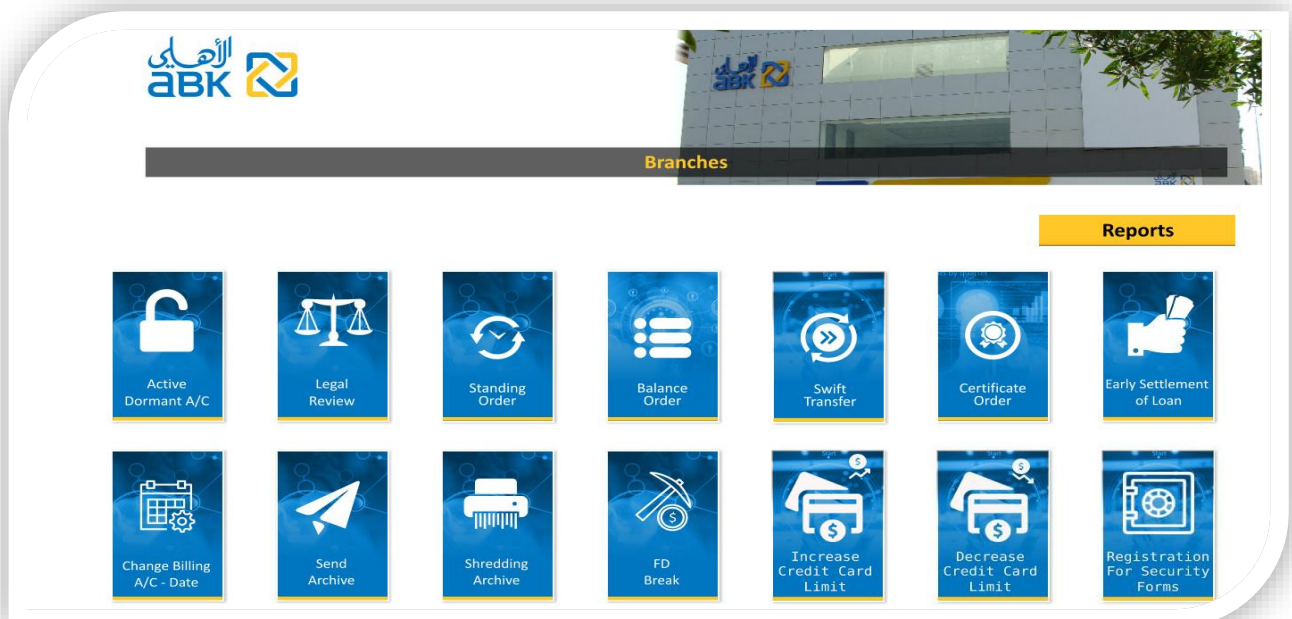
Users can easily create custom fields, documents types, design their own workflow, lookup dates, and use predefined template, while saving time and money.

### **Role-Based access**

Administrator can assign permissions and accessibility to users and provide the convenient level of security to keep control on the sensitive content.

### **Banking process workflows & reports**

BPA offers varieties of banking process workflows, some examples: Personal loan request - Standing Order - Balance Order - Swift Transfers – Certificate order.



### **Comprehensive enterprise content management**

By using OpenText content suite capabilities, BPA helps manage information flows across the banks.

### **Flexible reporting and analytics**

Empower users experience with the built-in reports and analytics tools for immediate comprehensive analytics and output, based on a stored data. Helping them to track and follow up easily and improving operational efficiency.

### **A unified dashboard for tracking & monitoring**

Users can track the process, approval deadline etc... for a better insight and decision making across the organization.

### **Automated and traceable workflow**

Simplify and shorten the account opening customer onboarding process, enabling banks to provide great customer experiences. Loan application processing and fraud mitigation are good examples of banking processes that benefit from automation.

### **Easy Content Publishing**

With the automation capabilities, BPA can be configured and learn how to publish the processed information/captured content into OpenText Content Server, or different destination applications.

### **Integrates data into back-end banking systems**

BPA transfers seamlessly data into back-end banking systems, in addition it integrates data among processes giving banks the ability to expand their automation efforts into other processes. It can capture Credit card applications from multiple channels and process them into the Bank's core systems of records.

### Full Workflow Audit Table

BPA establishes the process of audit trails and automate them, this allows to react quickly to the evolving changes: AML & Fraud checks - Risk Reporting - Data Quality - Internal Controls testing.

### End-to-end customizable approval and processing workflow system

Enable end-to-end customizable workflow-based processing for securities, funds, integrated payments, wealth management, FX and many other critical financial activities.

OPENTEXT | Content Server

### Balance Order

Start Form

Date : 24-Nov-2020 Branch :Salmiya Br. Officer:Admin

**Customer Details**  
A/C NO.  
096666666666

**Check List**

CID COPY	KYC / VERIFY SIGNATURE	AML CHECK	BO SIGNED FORM OR COMPANY FORM	POWER OF ATTORNEY
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Yes

**Comments**  
Kindly Approve

**Attachments**  
Drop files here to upload (or click)

### Powerful enterprise viewer

Viewer can add electronic signature of your document easily, include his comment, and view the status.

### Powerful AI

BPA Leverages latest AI technologies to intelligently digitize, read various documents types and forms, extract classify, index and process data. With AI technique, your RPA and/or OCR technology will be even more effective.

### Valuable Powerful SE

Users can use custom search for saved or archived content from the documents repository, and access any type of content.

### Centralized BPA and cloud control

BPA cloud control all documents, to be securely saved, and stored in a single repository, such as OpenText™ Content Server.

### Time Saving and Cost effective

Adapting BPA reduces human errors and gives much higher accuracy rates. Automatic processing of content is done with almost no time to increase organization productivity.

### Cloud flexibility

Allow users to work on a variety of browsers and devices, manage your business without the need to be in your office. BPA has a responsive design, it can be deployed on Premise, Cloud or Hybrid environment.

## Value Proposition

- Maintain compliance and assurance to regulatory requirements and consistency with more secure working practices.
- Accelerate cycle times, drive significant productivity, and reduce operational costs and risk by automating the processes.
- Empower teams and the quality of collaboration and communication.
- Risk management, gaining full visibility into the entire process lifecycle.
- Enhance customer engagements and satisfaction, gain actionable insights and make more informed decisions to boost revenue.
- Greater control over the flow of information throughout the business leading to less double handling and resulting in a reduction of errors.
- Deploy advanced technologies and digitally transform the banking core business processes which allows less manual involvement, paperless environment, and digital transformation.