

# Kuveyt Türk uses Automation 360 to power through 4.9 million transactions



## ORGANIZATION PROFILE

Kuveyt Türk Participation Bank provides a large number of financial products and services to its 6.2 million customers as of April 2021. Headquartered in Kuwait with 437 branches in Turkey and a subsidiary in Germany, the bank has more than 6,000 employees and maintains its pioneering position among the participation banks in Turkey.

## CHALLENGE

Manual processes plagued Kuveyt Türk Participation Bank's center of operations. Two full-time employees executed operational tasks, such as account openings, account migrations, account returns and cancellations, call center operations, sudden reports of service level changes, and central bank notifications. Some of these processes took eight to 10 hours to complete, creating a backlog. The bank wanted to make employee workloads more manageable, encourage better work-life balance, and keep its customers satisfied.

## SOLUTION

After Automation Anywhere delivered a successful pilot with convincing proofs of concept in a timely manner, Kuveyt Türk officially rolled out the Automation 360 platform and automated 62 processes end-to-end. This has decreased overall processing time considerably and greatly benefited the organization, especially in the wake of COVID-19, which resulted in an increase in account opening requests.

## BENEFITS

4.9M

Transactions performed annually

2,112

Hours saved every month

62

Processes automated

### Processes Automated

- Account opening/cancellations
- Replenishment processes
- Call center operations

### Industry

Financial Services

"Employees have a high satisfaction level being involved in RPA processes instead of spending time on manual processes."

—**Ilhan Deniz**,  
RPA Manager,  
Kuveyt Türk  
Participation Bank

## STORY DETAILS

Banks have numerous processes focused on delivering a high level of customer service. These processes can easily overload the teams responsible for carrying them out and that is what happened at Kuveyt Türk Participation Bank. The bank knew it needed a change and sought an automation solution. It chose the Automation 360 platform for its ease of use and user-friendly interface.

After implementing the platform and creating a center of excellence (COE), the bank deployed Robotic Process Automation (RPA) bots and automated account opening, returns and cancellations, account migration, courier delivery, ATM replenishment control, ATM dispatched cash management, call center service level reports, credit closings, registered email sends, treasury volume and profitability, treasury reports, and unblocking blocked credit cards.

Kuveyt Türk also automated its Central Bank of the Republic of Turkey (CBRT) replenishment process. Three times a day, Kuveyt Türk is required to inform the CBRT of the reserve status in all of its branches. Part of the CBRT replenishment involves entering the international banking account number and checking the amount to be replenished in real time. Carrying out that process used to take three employees one hour. Today, it takes only 12 minutes.

Freeing employees to spend time on higher-value work and decision-making has increased morale, improved customer service and satisfaction.

## THE FUTURE

Based on its RPA success, Kuveyt Türk wants to automate branch operations and internal controls and inspection next. It plans to implement Discovery Bot to help find even more processes that could benefit from automation.

"Automation Anywhere empowers us to drive automation at Kuveyt Türk Participation Bank at the highest levels."

—Efe Yilmazer,  
Business Development  
Manager, 32bit

### About Automation Anywhere

Automation Anywhere is a global leader in Robotic Process Automation (RPA), automating business processes with software bots performing repetitive, manual tasks, resulting in productivity gains and improved customer experience. Visit [automationanywhere.com](https://www.automationanywhere.com).

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