

# National Financial Institution partners with Celerity to accelerate validation with RPA

When a top-10 national bank found that the level of effort associated with manual document validation was increasingly overwhelming, costly, and subject to error, they sought out a solution. Having implemented RPA in other parts of the

organization, they wanted to see if automation could provide a more efficient, cost-effective and compliant solution for their complex validation processes as well. They called Celerity to help.



## At-a-glance:

**Customer:** Top 10 National Bank

**Industry:** Financial Services

**Customer Size:** 30,000+

**Country:** United States

**Products and Services:**

Microsoft Azure, Automation Anywhere



# Celerity Helps National Bank Improve Validation Process

## Customer challenges

Celerity began by performing an assessment of the bank’s online documentation and artifacts to identify potential candidates for automated validation. After working with SMEs to understand the requirements and regulations, Celerity consultants then developed a fully comprehensive validation approach.

## Celerity Solution

The solutions Celerity implemented are a Disclosure Validation bot and a Web Validation bot. The Disclosure Validation bot validates about 120 different documents, reducing 60 days of manual effort down to one day with near 100% accuracy. The Web Validation bot validates about 15,000 web pages for obsolete criteria, whereas manual inspection and logging of results was limited to about 50 URLs per person, per shift. The WV bot now validates about 250 URLs per 24 hours. The WV bot approach is more accurate and exhaustive than the previous manual approach, and is able to find issues that cannot be feasibly and consistently identified by a human.

## Customer Benefits

Prior to working with Celerity, the bank used a complex validation process that required considerable manpower to manually perform their validations. That high-degree of manual activity increased the risk of human error—human error that would affect customer experience and regulatory compliance.

Celerity’s RPA solution took the bank’s process execution to a whole new level: enhancing the quality of work, increasing the speed of execution, reducing the costs involved to maintain the process, minimizing the compliance risk, and improving the customer experience. Better yet, the bots never fatigue, can run 24/7, and don’t complain about the monotony of the work. The results of this initiative were so successful that the bank has applied modified versions of this validation approach to other initiatives.



Full automation of validation processes across multiple platforms



60-day Process for automated disclosure validations can now be completed in a single day



Automated processes mitigate risk and enable greater regulatory compliance

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### Learn More

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