EVONSYS
EVOLUTION BY INNOVATION

HOW AUTOMATION HELPED A LEADING INVESTMENT FIRM SAVE 17 MAN HOURS IN CASE HANDLING

A global investment firm’s journey to replace labor-intensive investigation steps with automation, saving time while ensuring accuracy and consistency.

About the Customer

A global custodian and investment services firm focused on institutional clients; it also functions as a bank for bankers - enabling individuals and institutions to conduct business and transactions across global markets. Its core business spans capital markets and financing solutions, asset servicing, fund administration, investment management, securities and treasury services, and liquidity management through platforms like OMNI.

Engagement Story

The institution's Straight Through Processing (STP) system worked well for routine investigations but faltered when faced with complex cases requiring additional steps, multiple outcomes, and extensive manual intervention. This led to delays, resource strain, and a higher risk of error.

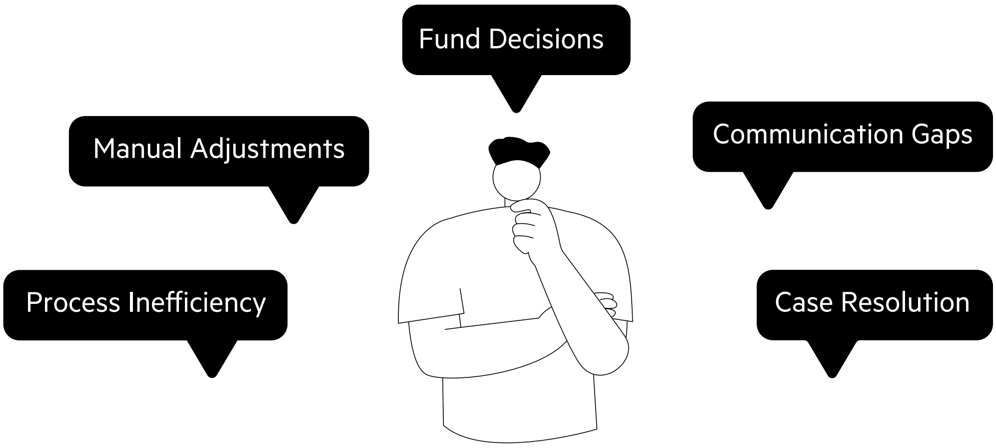
As such cases became more frequent, the gap between the institution's efficiency goals and its system's capabilities widened. They needed a way to enhance their STP framework to manage intricate workflows, accommodate diverse case outcomes, and maintain the same speed and accuracy achieved with simpler investigations.

To bridge the gap, the investment firm collaborated with EvonSys to define a solution that could handle complexity without compromising efficiency.

The STP system handled routine tasks efficiently but struggled with complex, multi-step cases. Growing volumes prompted the firm to seek a more flexible framework to sustain speed and accuracy.

Key Business Challenges

Despite having some automation in place, several parts of the investigations process remained manual, exposing the institution to delays, errors, and operational bottlenecks.



Manual Adjustments

Cash movement through financial adjustments was manual, time-consuming, and prone to errors with serious financial implications.

Communication Gaps

Identifying parties, tracking contacts, and managing communication manually created delays and risks of missed or misdirected messages.

Fund Decisions

Manual judgments on fund returns or suspensions left room for errors that could cause financial discrepancies and client dissatisfaction.

Case Resolution

Manually reviewing details, concluding outcomes, and documenting cases was tedious, inconsistent, and error prone.

Process Inefficiency

Limited automation meant most tasks were repetitive, slow, and resource-heavy, draining time from strategic work.

Before automation, only a few steps, like case creation in Pega Smart Investigate, database enrichment, and basic case-type parsing, were automated, while the rest of the process remained manual.

Desired Goals

The institution defined clear goals to ensure automation not only replaced manual tasks but also delivered long-term efficiency and control.

Process Understanding

Gain a comprehensive view of manual investigation processes to ensure automation addresses real operational needs.

Efficiency & Risk Control

Not just replicate manual steps, but improve efficiency, consistency, and risk management through automation.

Automation Blueprint

Develop a technical blueprint that balances efficiency, risk tolerance, and process improvement, serving as the foundation for automation.

Strategic Implementation

Implement automation in a phased, high-impact manner by aligning with urgency, business value, and ongoing initiatives.

Seamless Transition

Ensure a smooth migration from manual to automated processes without disrupting operations or client outcomes.

Solution

Working with EvonSys, the investment firm automated key investigation steps, cutting manual effort while ensuring accuracy and speed.

Discovery Workshops

The transition began with interactive workshops led by EvonSys consultants, where the institution mapped out manual processes, identified inefficiencies, and highlighted areas most suitable for automation.

Process Conversion

Manual procedures were systematically translated into an automated framework through coding, enabling the system to handle complex investigation steps digitally.

Business Logic Blueprint

A digitally readable business logic was developed to mirror manual processes, serving as the guiding roadmap for automation while balancing efficiency and risk management.

Consultant as Bridge

EvonSys consultants acted as the link between the investment firm's operational team and developers, ensuring seamless communication, alignment, and clarity throughout the process.

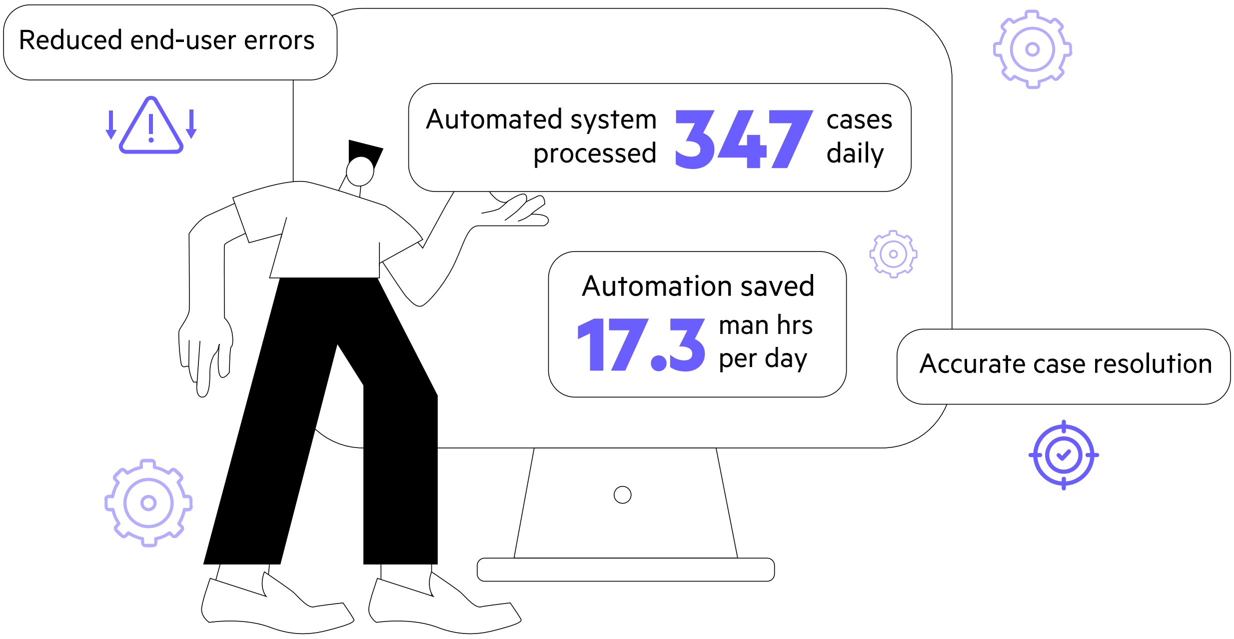
Collaborative Development

Continuous feedback loops, issue resolution, and open dialogue accelerated development and produced a refined, reliable solution with minimal defects.

Targeted automation introduced standardized workflows, reduced manual intervention, and enabled faster, more accurate processing.

Business Outcomes

The shift to automation delivered measurable business gains in capacity, efficiency, and service quality.



Higher Capacity

Automated system could process around 347 cases daily, a significant improvement over manual volume.

Greater Efficiency

Automation saved 17.3 man-hours per day, while tasks that earlier took hours were completed in minutes.

Fewer Errors

Standardized processes and automated financial adjustments reduced end-user errors and miscalculations.

Satisfied Customers

Faster and more accurate case resolution directly enhanced customer experience.

Automation in finance helps simplify processes, save time, and keep customers happier while supporting business growth.

Connect with EvonSys to start your automation journey.

Call Us Today

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