

New Zealand bank pivots to digital loan experiences

80%

Reduction in loan processing time

75%

Reduction in request completion time

1M

Minutes saved annually in loan processing time

Business Challenge

- COVID-19 prevented customers from accessing branches; critical branch expertise was not being utilized; existing processes could not adapt to the changing environment; efficiency gaps constrained service levels

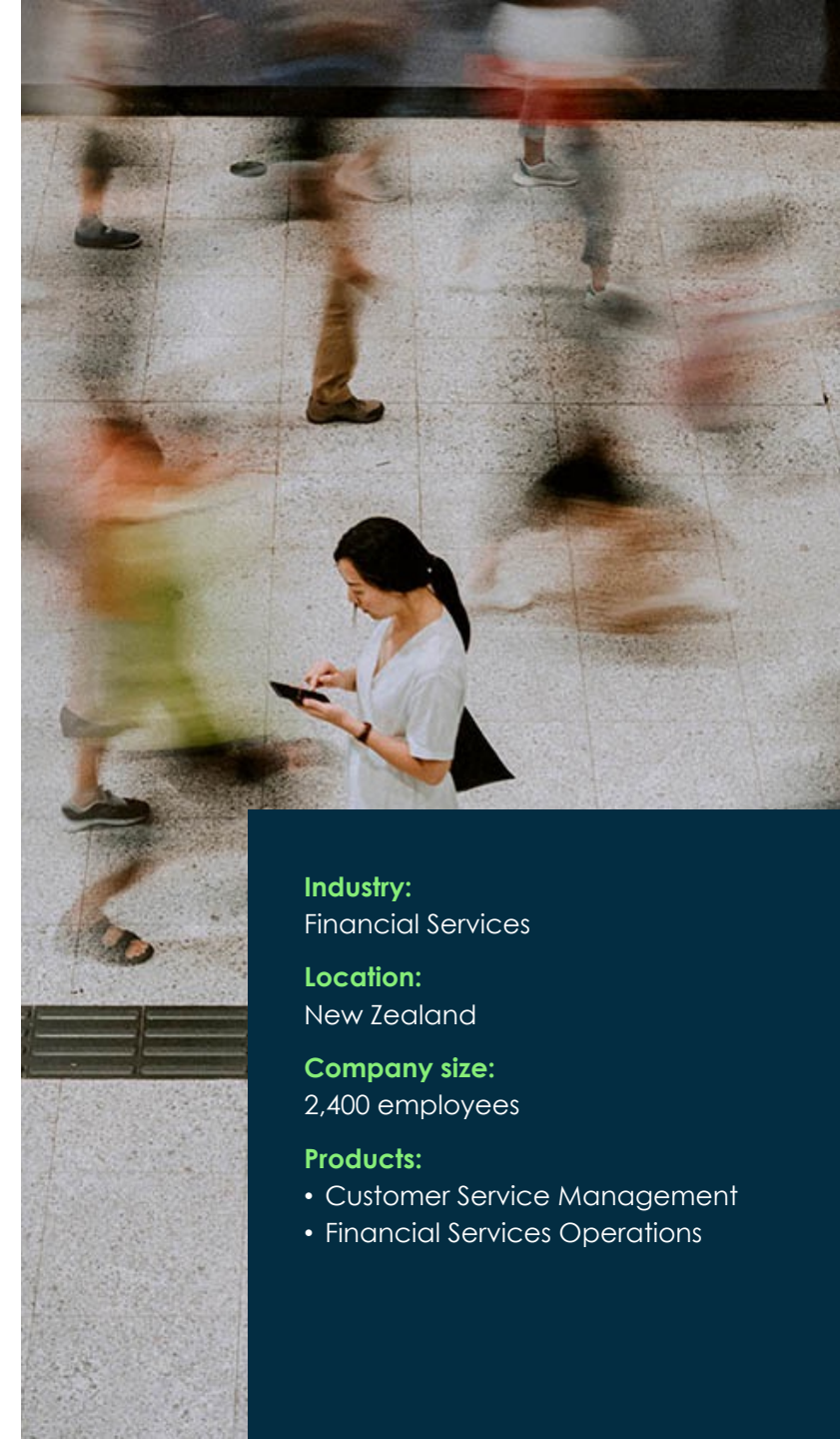
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This will allow us to deliver a better customer outcome, a better staff outcome, with the desired savings as well as ensuring that we are compliant with statutory regulations.

General Manager, IT

Solution

- Reengineered processes and digitization of 80+ services and 350+ processes; service catalog structures work and routes work for a better experience; single pane of glass for agents streamlines work and enhances productivity; real-time dashboards inform decision-making



Industry:
Financial Services

Location:
New Zealand

Company size:
2,400 employees

Products:

- Customer Service Management
- Financial Services Operations