

Changing Client Systems

Financial services institutions use a delicate balance of IT systems to manage client accounts. Maintaining client accounts can often be mundane and repetitive, especially if thousands require similar services. Using RPA to automate services ensures prompt and accurate delivery while saving valuable staff-hours.

Product Roll-out

Financial services organizations are regularly selling new products to customers including loans, investment instruments and consulting. To manage client accounts, these products may need to be rolled out to thousands of customers. RPA developers can quickly develop and test bots to service these customers. RPA is also built to comply with regulation and existing systems to navigate the complex world of financial services.

For example, say a financial services company has built a new tool so clients can better understand the risk of certain investment instruments. To appropriately roll-out a tailored version of the tool on a convenient platform, the use of RPA ensures rapid and accurate results during the process.

Regulatory Requirements

As the world becomes more interconnected and technologically savvy, we see ever changing regulation regarding financial and data transparency. For example, the 2018 California Consumer Protection Act intends to enhance privacy rights and consumer protection when it comes to a corporation's use of data.



For a financial organization to stay compliant, it may need to alter service practices for thousands of clients. To add a layer of complexity, individual clients may require different levels of regulation based on their operating status or geographic location. RPA can tailor services accordingly to comply with ever changing regulation. Additionally, robust RPA development completed by an experienced organization allows for bots to manage the wide array of business cases that may arise within a business environment.