

# Common Processes Considered in Automation

## FINANCIAL SERVICES

- Account Origination
- KYC
- AML
- Account Updating & Cleansing
- Account Closing
- Customer Service
- Fraud Detection & Prevention
- Credit Card Applications
- Collections
- Surrenders
- Lapse
- Deposit Processing
- Cheque Processing
- Investment Processing
- Currency Exchange Rate Processing
- Payment Processing
- Treasury & Cash Management
- Post Trade Operations
- Loan Processing
- Mortgage Processing
- Loan Restructuring
- Policy Administration & Servicing
- Claims Processing
- Appeals Processing
- Underwriting & Processing

## OPERATIONS, FINANCE & HR

- Data Extraction & Migration
- Master Data Management
- IT Operations
- Call Centre / BPO Operations
- Procure to Pay
- Order-to-Cash
- Record to Report
- Vendor Management
- Expense Management
- Internal Audit
- Financial Planning & Analysis
- Compliance Reporting
- Candidate Sourcing
- Employee On-Boarding & Off-Boarding
- Payroll

## TELCO

- Customer On-Boarding & Off-Boarding
- First Call Resolution
- Cross Sell / Up Sell
- Service Partner Queries
- Competitor Pricing Analysis
- Network Management
- Information Backup for IP Telephony Equipment

# Are you ready for RPA?

## Robotic Process Automation (RPA)

This is not a definitive list but highlights some of the most common business processes that can be considered for automation.

Let's Get Started  
Contact Diversus Group  
[www.diversusgroup.com](http://www.diversusgroup.com)



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## PUBLIC SECTOR

- Citizen Services
- Funds Distribution
- Taxes, Levies & Duties Handling
- Emergency Services & Incident Filing Systems
- IP Rights Applications
- Fraud Detection & Prevention

## ENERGY & UTILITIES

- New Account Setup
- Meter Reading Validation
- Energy Grid Management
- Consumption Management
- Complaints Resolution

## RETAIL

- Inventory Management
- Demand & Supply Planning
- Freight Management
- In-Store Planning
- Sales Analytics
- Introduction of New Products
- Marketing & Consumer Behaviour

## EDUCATION

- Attendance
- Class Scheduling
- Grading & Report Cards
- Student Application Processing
- Student On-Boarding

## HEALTHCARE

- Patient Enrolment
- Appointment Scheduling
- Patient Self-Check In
- Discharge Instructions
- Claims Filing

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