



Investment Bank - Base Rate Change

Business Requirement

Pull current rate data from the Bank of England website and compare with the rate previously stored in the file. If there is change, customer letters are generated notifying the rate change, and saved as PDF files for each customer. The process was simplified to allow it to be built without access to systems.

The Challenges

- The solution required scale to take care of large volumes.
- The current business model is B2B. A roadmap was set for B2C in the future which required a seamless experience.

Avenir Solution

Avenir delivered an innovative solution that automatically processed the necessary changes to variable rates in the event of a base rate change. The solution was applied across all CMB segments resulting in automation across the enterprise.

The high-level process was automated is as depicted in the diagram below:



The solution comprised of a number of RPA bots that were designed for reuse across the organisation, thereby delivering future value from the start of deployment.