

MONITORING ONGOING CREDIT APPLICATIONS IN REAL-TIME WITH PROCESS MINING

Banking and credit institutions are, more than ever, investing in their "true digital ecosystem", spending millions on digitizing processes as, according to Gartner, 93% of banks deem the most significant impact in digital operations of processes.



Business Unit:
Data Analytics & AI

Solution:
Celonis EMS



6
Months
Project



2
Noesis
Consultants



18%
Cycle Time
Improvement



100%
Process
Transparency



THE CHALLENGE

Our client, a solid global banking institution, challenged Noesis to implement a Process Mining project throughout the end-to-end journey, from the moment the client/partner requests credit to its financing.

The project's challenge was the process's performance and compliance monitoring to guarantee a fast time to response from the organization to the final Client.

GOALS

- › Monitoring all ongoing credit applications in real-time
- › SLA management
- › Process simulation
- › Time-to-yes and time-to-cash reduction

SOLUTION

The solution involved the implementation of the Acceptance, Financing, and Fraud processes.

Celonis' Process Mining dashboards were implemented on the processes, with KPIs outlined to monitor activity times and critical metrics for process performance. Technical connection to the company's data lake aggregates information from all systems supporting the operation.

The solution resulted in the creation of:

- › End-to-end process overview dashboards, with the entire customer journey flow
- › Dashboards with temporal indicators for analysis of the company's response efficiency
- › Dashboards with performance indicators and partner benchmarking to ensure the delivery of partners to the end customer
- › Process simulation dashboards for better decision-making



THE RESULT

The transparency provided by Celonis allowed our client to:

- › Monitor end-to-end process performance in manual signature credit application
- › Identify clear causal relationships and root causes for extended cycle time
- › Shorten the lead process time in the short channel, thereby improving customer experience
- › 18% Cycle time improvement in the entire process gained by using Celonis
- › 100% Process Transparency



Noesis is an international tech consulting company offering services and solutions to support clients in their business and digital transformation. Noesis solutions focus on infrastructures, software, quality, and people. The organization is based on highly specialized talents, operating in nine business units and six countries: Portugal, Spain, the Netherlands, Brazil, Ireland, and The USA. Since 2020, Noesis has joined Altia, listed on The Alternative Equity Market, an organization with over 2000 employees, 3 Datacenters, and 20 offices.



Celonis is a Process Mining technology solution that uses sophisticated Big Data algorithms. Smart algorithms reconstruct, analyse and understand the real process, allowing you to view and reconstruct business processes in real-time based on the digital footprint left in IT systems.