

Back Office Process Improvement

Do you have too many back office processes that rely on paper and people?
How can you streamline your end-to-end processes with analytics?

Kiran Analytics can help you.

Key Benefits



Identify the root causes of waste and process variability



Determine appropriate levels of automation



Improve customer satisfaction and operational efficiency



Opportunity for End-to-end Process Improvement

Many bank customer experience issues are the result of back office processes because majority of back office operations still rely on paper and manual tasks.

To improve customer satisfaction and operational efficiency, financial institutions spend large amounts of money on back office automation. However, these investments can help improve efficiency only if they can effectively streamline end-to-end processes, integrate with existing systems, and when the user adoption rates are high.

There is a significant opportunity to improve back office processes which will improve customer satisfaction and operational efficiency.



Process-Driven Analysis for Operational Efficiency

Kiran's Back Office Process Improvement service utilizes a time-tested, process-driven analysis methodology which consists of end-to-end process mapping, observations and data collection, analysis, and recommendations for improvement.

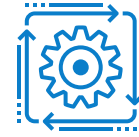
The data, analysis, and insights delivered by our service enable your organization to streamline your back office processes which reduces waste and process variability. The findings also help determine appropriate levels of automation. The ultimate benefits are increases in customer satisfaction, user adoption, and operational efficiency.

Customized Advisory Services that Drive Retail Bank Transformation



Branch Operations Field Study

Provides a detailed view of customer arrivals and wait times, branch workflow, staff utilization, sales, service and non-customer facing activities.



Back-office Process Improvement

Identifies inefficiencies and provides solutions, leading to improved customer service, workforce productivity and cost savings.



Contact Center Process Improvement

Ensures that banks achieve the optimal balance of operational efficiency and customer experience using analysis and insights.



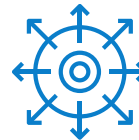
Position Planning

Determines the specific roles to best address customer demand, achieve sales goals, and leverage opportunity for growth.



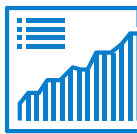
Sales & Service Productivity Assessment

Provides an assessment of branch performance, sales productivity, current processes and systems.



Distribution Optimization

Analyzes the branch and ATM network, services and operating hours, sales targets and customer service levels.



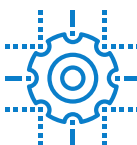
Market Analysis & Industry Benchmarking

Evaluates market opportunities and sets realistic sales and service goals. It is typically coupled with our Distribution Optimization or Workforce Optimization services.



Open Hours Optimization

Determines branch operating hours that are aligned with the market opportunities using analytics-based branch clustering methodology.



Technology Utilization

Provides valuable insights to balance branch efficiency and optimal staffing levels to deliver outstanding customer experience.



Wait Time Analysis

Utilizes a customizable analytics based methodology to address the number one factor impacting customer satisfaction—wait time.