

A background image of a business meeting. Several people are seated around a table, looking at documents and a laptop. The laptop screen displays a bar chart with two series, "Quarter 1" and "Quarter 2", across five categories. The overall scene is dimly lit with a blue tint.

**LAS VEGAS CREDIT UNION RECLAIMED 80% OF EMPLOYEE  
TIME AND EFFORT WITH DIGITAL WORKFORCE**

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**CASE STUDY**

## A ROBOTIC PROCESS AUTOMATION CASE STUDY



A not-for-profit financial co-operative with over 46000 members wanted to automate end-to-end back-office processes across all job functions, including card services, insurance, loan products, and finance department.

The client's objective was to automate routine, predictable data transcription work with a technology solution so employees could care more for members.

## ABOUT CUSTOMER



Founded in 1951, our client is a full-service, member-owned financial co-operative with nearly 46,000 members and billion dollars in assets dedicated to helping members and communities save more money and time.

For many decades, our client has been helping their members realize their financial goals and dreams by offering banking and card services (checking and saving products), loan products (home equity loans, mortgage loans, commercial loans), and other financial products.

## PROBLEM STATEMENT

With the growing competition, our client wanted to allow their employees to focus more on the members and less on the cumbersome, tedious, and repetitive tasks that took up most of their workday.

Some of the challenges faced by our client were:

- Human errors
- Legacy systems
- Stringent regulations & compliance measures
- Manual, repetitive processes which slowed operations
- High volume of daily transactions & customer service requests

Our client understood that manual data entry could bring unexpected errors that are costly down the line if not caught quickly. Also, the top management—dedicated to process improvement—realized the department simply did not have the workforce to reduce the current backlog.

To overcome these challenges, the client wanted a technology solution that supports the employee workload and could address their specific business needs.

## BUSINESS GOALS



Largely reduce human errors



Accelerate complex processes



Integrate multiple legacy systems



Streamline and improve customer experience



Optimize processes to comply with regulations without errors



Keep costs down

## SOLUTION



Zuci Systems started the project by analyzing the client problems and understanding their business requirements. After a thorough comprehension of the client's business functions, Zuci Systems came up with a clearly defined scope of work and project timeline.

Our project team suggested implementing RPA/Robotic Process Automation as the ideal solution to help the credit union automate their routine tasks so that employees can focus on more value-added tasks. Zuci deployed 5 bots in just two months to perform the tasks previously performed by employees and helped reduce employee working hours by almost 80%.

The client estimates that Zuci has saved over 200 man-hours per week since the implementation, translating into a better member experience.

## HOW ZUCI SYSTEMS HELPED?



Our business analysts collected the requirement by conducting an onshore 4-day workshop with the stakeholders.



Assessed, identified, and understood the process gaps in the business workflows and defined the scope for automation.



Reviewed high-volume tasks and processes across business functions to create an objective metric.



Finalized processes that are highly manual and repetitive, high volume, low variability, rule-based, and have common data types and formats.



Evaluated different RPA tools that best fit the existing systems without further increasing the cost of upgrading to newer technology.

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## HOW ZUCI SYSTEMS HELPED?



Developed end-to-end RPA workflows to automate individual business processes including daily email notifications for both success and failure errors if any.



Deployed & ran the bots in a test environment and monitored them for a month



Post acceptance of stakeholders, our team moved the unattended bots to production, followed by ongoing support with workshops and Q&A sessions.



Provided timely report on process outcomes

## PROCESSES AUTOMATED



Compromised Account Management System Alerts



Reconciliation of GAP & Extended Warranty



Negative Balance Refund Processing



Dispute Card Transaction Alerts



Daily Wire Credits & Adjustments Processing



Handling Customer Service Inquiries & Requests



VISA & FinOps File Download

**BUSINESS OUTCOME**

**2 Hours**

saved per employee time

**200K+**

Tasks processed by Bots

**61%**

reduction in operational cost

**4 Months**

ROI Realization

**0**

data entry, regulatory & compliance errors

## TECH STACK





**RECLAIM UP TO 90% OF EMPLOYEE TIME AND EFFORTS WITH ROBOTIC PROCESS AUTOMATION.**  
CONTACT US TO LEARN MORE ABOUT ZUCI SYSTEMS INTELLIGENT AUTOMATION SERVICES.

Book a Demo →



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