

NDB Implements Robotic Process Automation System



Seated: Deepal Akuretiyagama, COO, NDB; Dimantha Seneviratne, Director/Group CEO, NDB; and Dhanusha Muthukumarana, Managing Director/Chief Executive Officer, Potenza with the NDB Implementation Team and the Potenza Work Team.

NDB Bank marked a milestone by implementing a Robotic Process Automation (RPA) system with Potenza, making it the first bank in the country to implement the RPA system. Deepal Akuretiyagama, Chief Operating Officer, NDB said, “NDB is extremely happy about this successful introduction of Robotics Process Automation to the Bank. This process will provide superior service to the customers via increased internal efficiencies while reducing the possibility of errors.”

The RPA system developed by Potenza focuses on NDB’s customer credit facility covenants compliance monitoring processes. This is a crucial aspect in credit risk management, which until now has been implemented manually at NDB via a series of worksheets.

Dhanusha Muthukumarana, Chief Executive Officer, Potenza said, “We are honored that NDB chose to partner with us and transform their business by implementing the RPA system. Post implementation and manual labor will now drop to less than three hours a day, where the system will run automatically at a prescheduled time. Employees who were engaged in this task previously can now move to areas where their decision making skills are required, thus ensuring that resources are used effectively.”

NDB’s RPA records a direct ROI of over 80 percent, as a result of cost saving due to the enhancement of overall process efficiency. This has helped the Bank to save a substantial amount, approximately 11 million rupees per annum.