



CASE STUDY

TriState Capital augments money movement with automation and data integration



Organization:

TriState Capital Bank

Industry:

Banking

Location:

USA

TriState Capital Bank was looking to optimize its manual money movement which was managed over email between the agent team when customers wanted to draw funds from their account. Emails would move back and forth to gather information and swivel between systems to verify loan information for submitting the money movement.

The process no longer relies on emails and is now fully integrated and automated using Bizagi. All data needed for money draws is available through the Bizagi platform for full visibility and ease of use. Mapping the process in Bizagi meant they were able to develop “stage gates” in the workflow. This allows peer review, approvals and call back processes. It ensures compliance as all actions taken at stage gates are recorded.

Stage gates for process compliance

“We leveraged Bizagi’s power as a key part of our architecture to help us drive efficiencies and accuracies in our bank operations, specifically around money movement.”

Darin Fabin,
Enterprise Applications Manager

Objectives

- 🎯 Drive efficiencies and accuracy in bank operation
- 🎯 Optimize money movement process
- 🎯 Transition away from email communication
- 🎯 Integrate IT ecosystem with online banking and financial advisor platforms
- 🎯 Augment manual processes with data integration and automation

Achievements

- ✅ Fully integrated and automated money movement process
- ✅ Visibility over process through Bizagi platform with decision tree
- ✅ Stage gates added to process for peer review, approvals and call backs
- ✅ Ability to comment on cases to communicate between the team
- ✅ SLA status for case prioritization

Challenge

TriState's money movement process was previously a very manual process. Requests would be received via email to a shared mail box, where agents in the bank's service team would add tags to them and take ownership via email and work through the manual processes before facilitating a draw request or money movement against a loan. Emails would move back and forth to gather information both internally and externally to verify the request, which involved swivelling between systems to verify loan information for submitting the money movement, such as the loan number and any borrower instructions on file.

Solution

The team created API integrations between the data warehouse and Bizagi to the customer portals to structure data and assign designated work queues in the Bizagi inbox. All loan and customer detail information is now integrated between Salesforce and Bizagi, so data is readily available within the cases. They also use Blue Prism RPA to move data through to TriState's Finserv system which completes the money movement process.

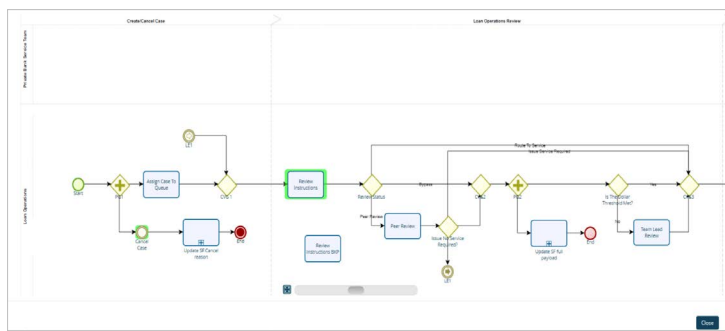
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Results

The money movement process is now fully integrated and automated using Bizagi. All data needed for money draws is available through the Bizagi platform for visibility and ease of use. Previously, lots of emails for each cases went back and forth between agents to retrieve the appropriate information. But by integrating the systems and working through stage gates, it aids visibility as you can see where a request is in the process.

"With Bizagi as part of our ecosystem, we can integrate many of our existing platforms to allow all the necessary data to be made available on one screen with the Bizagi workflow case."



Money movement process map

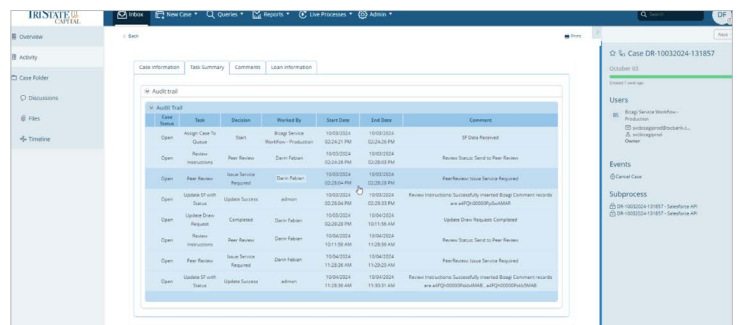
Mapping the process in Bizagi meant they were able to develop "stage gates" in the workflow. This allows peer review, team lead approvals and call back processes. It ensures compliance as all actions taken at stage gates are recorded. Additionally, processes must meet requirements before passing through the stage gates. For example, if a request is over a certain dollar threshold, it will automatically be routed to the team lead for approval.

In a draw request, agents can clearly see in Bizagi what tasks have been completed in the decision tree, and by whom. The agents can make comments throughout the case as well to communicate better with other agents.

"You can identify what stage the business processes are at in the stage gates,,,gates, it's now built into Bizagi for the draw request applications."

Kevin Sinagra, SVP,
Enterprise Applications & Data Integrations

Additionally, there is a case queue available in the Bizagi dashboard with the SLA status of each case, so the servicing team can easily see cases that are at risk of going overdue of their SLAs.



Draw request on Bizagi showing case status