

# Case Studies for **Deduplication Process**



## One of the largest bank in India Leverages AutomationEdge RPA to Automate Deduplication Process

**800%**  
TAT Reduction



### Problem Statement

Enhancing the accuracy of MATCH and NO MATCH of existing customers from the Posidex application output for loan applications to understand applicant's credit behavior.



### Use Case

User logs in Posidex application daily and runs Dedupe feature to find out MATCH and NO MATCH for loan applications for all loan products.

POSIDEX provides probable internal customer matches for fresh loan application cases. By eyeballing, a team of around 40 users find out MATCH and NO-MATCH cases.



### Challenges

**Low accuracy** of MATCH and NO MATCH output from Posidex

**40 members team manually eye balling** MATCH and NO MATCH cases

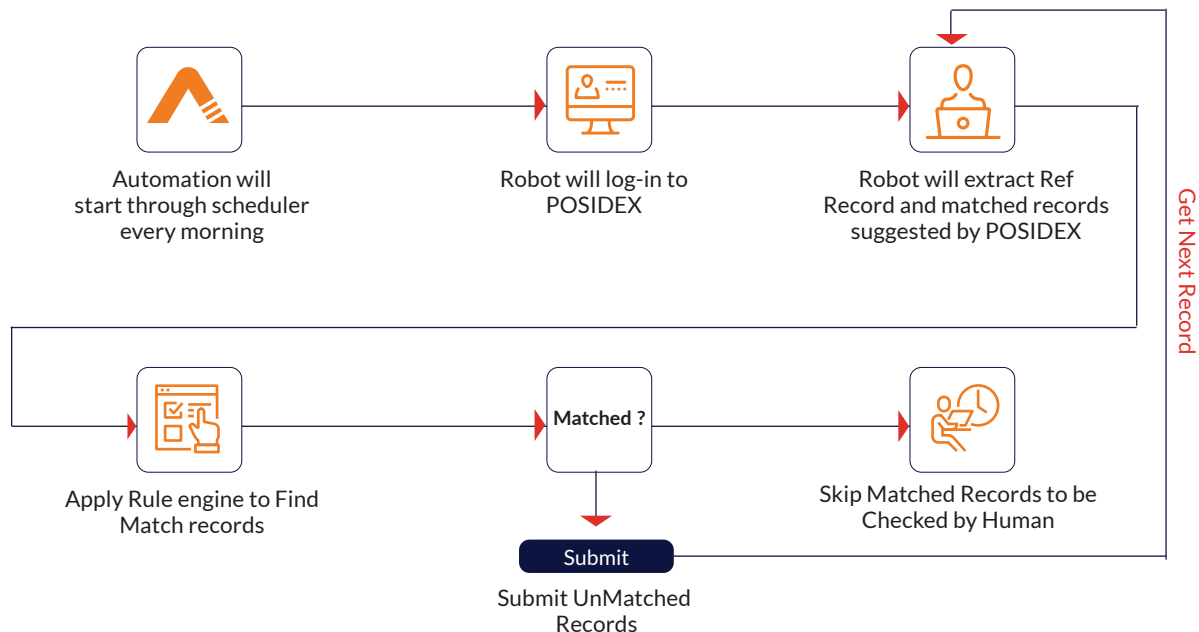


## Solution Offered

- Robot will login Posidex and trigger Dedupe for MATCH and NO MATCH
- Robot will extract reference records and matched records from Posidex output
- Robot will apply rule engine (set of validations) to find out MATCH records
- Robot will skip all MATCH records for human checking and will submit NO MATCH records



## DeDup Process Flow



## Benefits



### Accuracy

Accuracy of NO MATCH is 99.98% which is approximately 30% of overall volume  
Enhanced accuracy of 18% of total volume over Posidex output



### Productivity

Earlier 24 resources were required to process 200 requests per day now no resource required



### TAT

TAT is reduced from 15 min to 5 min. to process same service request