



KPMG in India offerings for finance/banking



In this era of rapid technological innovations and changes, digitisation of content has become a top priority for more organisations. KPMG in India's **Enterprise Content Management** consulting and technology practice provides the technical expertise and leverages our firm-wide experience and expertise to deliver **continual improvement, digitisation** and **attain business excellence**. This differentiator has enabled us to build certain solution accelerators as described below:



Fixed deposit/recurring deposit

Description

A thorough automated process for walk-in customers at banks to open FD/RD account. Customers can submit handwritten fixed deposit (FD)/recurring deposit (RD) account opening application forms along-with supporting documents which are scanned and uploaded by branch officer, verified by back office and processed by central processing unit. Various FD and RD amount calculations, eligibility and approval conditions based on officer levels and branch filters have been setup. Regular intimations to customers via SMS as workflow progress. Once FD approved by bank officer, the flow is integrated with core-banking system (CBS) to send all customer and account details for FD creation in CBS easily. FD advice generated is emailed to branch manager and customer.

KPIs

- All customer related forms and documents are readily available in a centralised location
- Time spent searching through paper-data to update customer of application status is converted to productive time
- Customer is kept informed of the status of the application at every important milestone to ensure improved customer service
- No direct manual interaction with core banking system to create FD provides extra layer of security to CBS
- Integration with HRMS system to fetch bank officer details for auditing purposes later
- All business conditions, validations, security and filters are system handled ensuring no mandatory steps are missed
- All workflow history readily available for review by audit teams.

Implementation time

On an already installed environment, the FD/RD app. can be deployed in one week, followed by any additional time required for tweaking the app, product versions mismatch, UAT and go-live.



Account servicing and maintenance

Description

A thorough automated process for walk-in customers at banks to service changes to their account details like address change, mobile-no/email-id change etc. Customers can submit handwritten account servicing forms along-with supporting documents which are scanned and uploaded by branch officer, verified by back office and processed by central processing unit. For existing customers, all their details are auto populated by fetching from core-banking system (CBS). Regular intimations to customers via SMS as workflow progress. Once change is approved by bank officer, the flow is integrated with CBS to update all new customer details in CBS easily.

KPIs

- All customer related forms and documents are readily available in a centralised location
- Time spent searching through paper-data to update customer of application status is converted to productive time
- Customer is kept informed of the status of the application at every important milestone to ensure improved customer service
- No direct manual interaction with core banking system to create FD provides extra layer of security to CBS
- Integration with HRMS system to fetch bank officer details for auditing purposes later
- All business conditions, validations, security and filters are system handled ensuring no mandatory steps are missed
- All workflow history readily available for review by audit teams.

Implementation time

On an already installed environment, the FD/RD app. can be deployed in one week, followed by any additional time required for tweaking the app, product versions mismatch, UAT and go-live.





Central Know Your Customer Registry (CKYCR)

Description

An automated flow to ensure bulk upload of customer KYC data to GOI's CERSAI portal to create valid CKYC ID and further process rejections and probable matches. The branch officer scans and uploads account opening forms and other supporting documents such as proof of ID, proof of address etc. CKYC field values available in CBS are auto populated, those unavailable are filled by branch officer (BO) and submitted for verification. System auto identifies main AO Form, POI and POA and helps with photo-cropping and aadhaar masking which are mandatory requirements of CERSAI. Once submitted, these documents are picked up at regular intervals and bulk uploaded to CERSAI. CERSAI either returns an existing or new CKYC-ID in case of successful upload, or appropriate error message in case of failure. CKYC ID is updated back in DMS system. Rejection and probable matches are also handled further through workflow.



KPIs

- Helps organisations become CKYC compliant with reduced manual intervention
- Bulk CKYC upload feature instead of uploading one-by-one
- All customer related forms and documents are readily available in a centralised location
- Time spent searching through paper-data is converted to productive time
- Auto page identification, photo cropping, Aadhar masking and probable match confirmation feature available
- All inputs and outputs to and from CKYC are recorded for reporting and future use
- No direct manual interaction with core banking system to create FD provides extra layer of security to CBS
- All CKYC conditions, validations, security and filters are system handled ensuring no mandatory steps are missed
- All workflow history readily available for review by audit teams.

Implementation time

On an already installed and CKYC registered environment, the CKYC app. can be deployed in two weeks, followed by any additional time required for tweaking the app, product versions mismatch, UAT and go-live.



Automating Payment management system

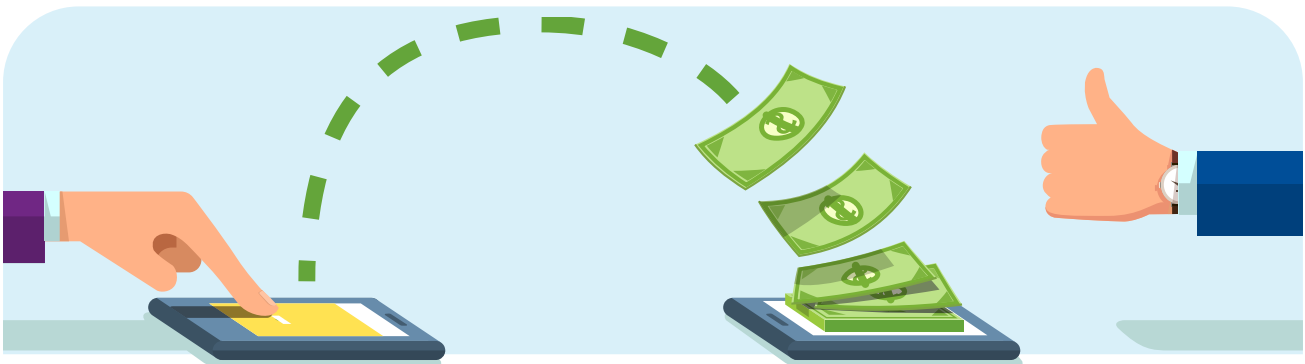
Description

In this era of rapid technological innovations and changes, digitisation of content has become top priority for more organisations. KPMG in India provides the technical expertise and leverages our firm wide experience and expertise to deliver continual improvement, digitisation and attain business excellence. This differentiator has enabled us to build certain approaches as described below:

Payment management system:

All businesses need a smart and efficient way to collect and dispense payments on a daily basis. Otherwise, you may end up spending most of your day on invoicing and transactional details. Payment management system presents a better way to pay. Now you can start streamlining multiple payment collections and business operations through a single platform.

Business users scan the invoice documents, necessary details for processing are captured by using OCR (Optical Character Recognition), ICR (Intelligent Character Recognition), OMR (Optical Mark Recognition) and Bar Codes. After scanning details are captured, reviewed and then a case will be created in the system. After the verification process, if the invoice is approved then it goes for payment, else a rejection email is sent to the vendor. This completes the case for that particular payment.



KPIs

- Integrated record keeping
- Single repository of approvals and payments
- Generate Report Feature: - Payment report can be generated any time (e.g. Payments pending, Payment processed, etc.)
- Paperless process
- Calculation accuracy: - Now most of the calculations have been done by system efficiently, so there are less chances of error in calculation
- Also reduced the number of steps involved in the manual process
- Automated mail trigger feature to send mail to vendor and other stake holders regarding payment status
- Secured authentication and authorisation
- Digital signature.

Implementation time

On already installed environment, the PMS app can be deployed in one to two weeks of time, followed by additional time required for tweaking the app, product version mismatch, UAT and go live.

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