

MAKING BANKING SEAMLESS AND SECURE

_ THE CLIENT

Standard Bank of South Africa, one of the largest financial groups, operating in 20 countries across Africa and other key markets around the world.

_ BUSINESS CHALLENGE

Automate repetitive operations to enable bank officers to focus on more creative, complex tasks.

_ THE SOLUTION

This series of projects with IBA Group's continuing client, Standard Bank of South Africa, aligned with the bank's strategy to provide high quality services to clients. IBA Group helped the financial institution optimize costs, increase accuracy, and shorten response times by creating a framework for integration and streamlining multiple bank processes.

IBA Group applied innovative WorkFusion technologies to automate repetitive actions and the time-consuming process of training and selecting machine learning algorithms for complex tasks.

The IBA Group engineers automated debt collection and fraudulent login investigations using RPA and machine learning technologies and designed SetOff to automate the settlement of overdue loans and other debts.

Additionally, the team designed FraudLogs to investigate unauthorized logins, reducing delays and improving outcomes.