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## CASE STUDY

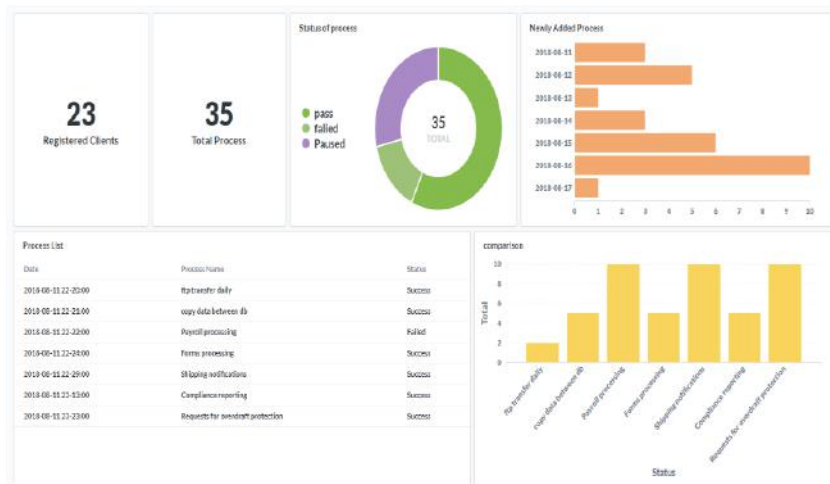
Improved Margin Per Engagement for  
India Based Mutual Fund Transfer Agency

## About the customer

A leader in the mutual fund transfer sector using technology to provide innovative services to mutual fund investors and distributors. It has technology enabled service solution partners to Private Life Insurance, Private Equity Funds, Banks & Non-banking Finance Companies

## Need

Processing customer requests involved laborious document processing tasks with SLAs up to 5 business days.



## Solution

Built process automation to convert unstructured data sources into retrievable table formats; this initiative minimized data entry (errors, effort and fatigue) and increased productivity within three months of implementation.

## Process

Implemented robotic process automation (includes OCR) to read emails, attachments (pdfs, excels, docx).

## Tech Stack



### About Zuci

We are revolutionizing the way software platforms are engineered with the help of patented AI and deep learning models. Driven by our competency in delivering superior customer experience, business efficiency, and actionable insights we have evolved to developing cutting-edge technology with a nimble and collaborative approach.



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