



Digital Knowledge Management and E-learning 'Center of Excellence' for a US-Based Regional Community Bank



Client Introduction

A prominent community bank in the US offering a wide range of services and financial solutions to consumers and commercial businesses.

Problem Statement

- ✚ Lack of documented business process blueprints created dependencies on individual analysts who were the sole custodians and operators of critical processes and programs.
- ✚ The existing “paper-based” process documents were siloed and fragmented that had turned obsolete due to inadequate version control and information-archival system.
- ✚ Lack of digitized information management hampered knowledge transfer and training, service operations, and strategic transactions such as M&As.
- ✚ Posed risks such as loss of crucial process insights and operational know-how, capability gaps, regulatory infringements, and industry ineffectiveness.

Solutions Offered

Anatyss leveraged its proprietary Digital Knowledge Operations™ (DKO) framework to commission a fully automated digital knowledge management and e-learning “Center of Excellence” for the bank.

The digitized ecosystem captured highly complex and error-prone procedures in a globally accessible, manageable, secure, up-to-date, 24×7 knowledge repository with integrated e-learning modules.

Key solution delivered:



Certified domain specialists to liaise with analysts and gather in-depth insights



Advanced Robotic Process Automation (RPA) to record real-time screen activities, keystrokes, and mouse clicks.



Automated collation and repository of digitized business process blueprints



Developed high-quality content and e-learning modules comprising built-in assessment and gamification features

Business Outcomes



100% accurate, digitized, and updated knowledge repository



1900+ digitized business process blueprints



Consistent documentation across processes, business units, & locations.



Center of Excellence for high manageability, agility, capability, & compliance.



Efficient & cost-effective employee training with interactive e-learning modules.

Want to explore our intelligent digital solutions for your business?

Write to us:

info@anaptyss.com