

# Commercial Banking Services

Banking & Financial Services



Banks and financial institutions are increasingly adopting next-gen technologies and innovative business practices to keep pace with the rapidly changing customer expectations and evolving regulatory environment. The increasing preference for online and mobile banking has spurred several changes in customer demands, driving the need for faster service delivery, value-added services, and exceptional omni-channel experience. Efficient business processes can help banks and financial institutions stay relevant in the changing context and drive sustainable growth, while ensuring regulatory compliance and fraud prevention.

Tata Consultancy Services' (TCS') end-to-end Commercial Banking Services offer comprehensive coverage across products and help financial firms tap into the vast potential offered by today's dynamic business environment. Our domain expertise, vast experience in operation processing, and cognitive solutions enable financial firms to transform customer experience, improve process efficiency, and optimize operational costs, while mitigating risks and ensuring regulatory compliance.

## Overview

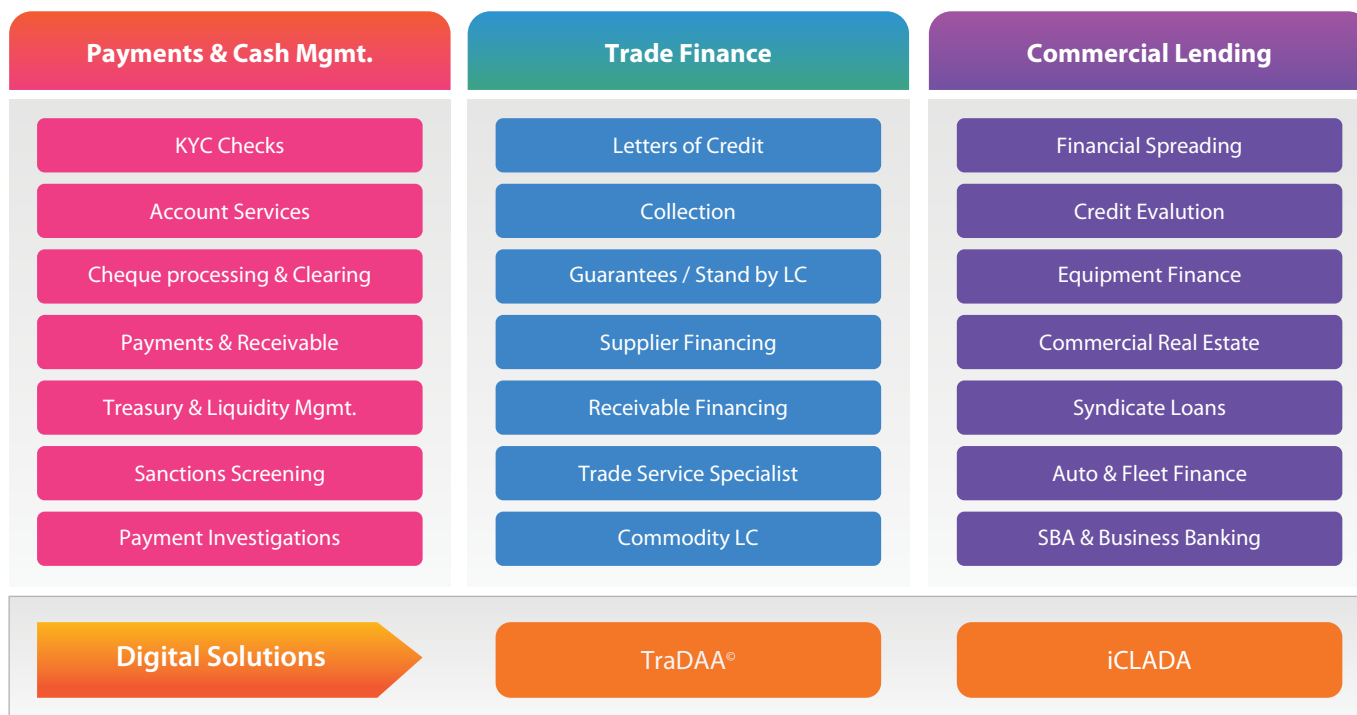
As the digital wave sweeps across the banking and financial services industry, online and mobile banking are challenging the traditional methods of effecting payments. Banks are therefore looking to digitalize trade by adopting cognitive assets in the place of paper-based, manual inputs and are moving from letter of credit to open account and supply chain finance products. Additionally, robust credit evaluation and underwriting processes in the lending business are needed to build and maintain a healthy loan book. These rapid changes in the industry and the entry of non-banking players are prompting banks to reduce operational costs by streamlining, transforming, and consolidating processes.

TCS' Commercial Banking Services offers comprehensive coverage across payments and cash management, trade finance, and commercial lending. Backed by strong domain expertise, vast experience in operations, and in-depth knowledge of the regulatory landscape, TCS helps establish foolproof controls to identify and flag non-compliance. Our cognitive solutions help automate manual, paper-based tasks and robust rules engine facilitate document scrutiny and regtech sanctions disambiguation.

## Solution

TCS' services cover the entire gamut of commercial banking; key modules include:

- **Transaction Processing:** Transaction processing support for payments and cash management, trade finance, and commercial lending; a vast range of solutions for origination, servicing, customer service, compliance, billing, reporting, and reconciliation
- **Domain Consulting:** Process evaluation and benchmarking, operational efficiency assessment, to-be process maps, transformation opportunity consulting, and digital roadmap creation
- **Change Management:** Support for IT platform roll-outs, business and/or functional requirement documentation, business analysis, UAT services, project management, and enterprise services
- **Cognitive Solutions:** TCS' TraDAA® and Integrated Commercial Lending Automation Digitization and Analytics solutions offer smart wrapper, optical character recognition (OCR), automated document checker, automated sanctions disambiguation, payment auto repair, email management, rule engine for analyzing financial statements, and advanced analytics; a blockchain solution for trade finance and commercial lending is in the making



## Overview of TCS' Commercial Banking Services

### Benefits

Over the years, TCS' services have delivered significant value to global banking and financial firms, such as:

- **Payments**
  - About 30% to 40% reduction in repair rates by reducing manual efforts and improving STP rates
  - Cost optimization through automation and enhancement of existing investigation workflows
- **Trade**
  - Up to 40% cost savings through consolidation, process reengineering, automation, and implementation of cognitive solutions
  - Mitigation of fraud and sanction risks by implementation of robust controls, adequate systemic checks, training, and continuous monitoring of exceptions
- **Lending**
  - Enhanced process efficiency and scalability as well as improved accuracy through consolidation, right placement, standardization, and automation
  - Nearly 150 MM+ reduction in risk exposure by process improvements, robust queue management, and functionalization of processes
- **Domain and Industry Experience:** TCS has been ranked the leader in Banking BPS PEAK Matrix by the Everest Group with the largest market share in commercial banking operations for the past several years, the latest being in the year 2020. TCS' industry-certified domain consultants have vast experience in providing end-to-end process support, IT and BPS synergy across the commercial banking value chain including trade finance, payments, and lending. Our expertise in consulting, process re-engineering, and target operating model conceptualization has helped us create exponential value for our clients the world over.
- **Frameworks and Methodologies:** TCS applies a well-structured process and frameworks like Tran\$form® to drive innovation and implement industry best practices to create value and improve the performance of customer processes.
- **Delivery Excellence:** TCS has a proven track record in superior service delivery by virtue of breakthrough operating models such as Location Independent Agile™ and Secure Borderless Workspaces™ (SBWS™). Our continuous focus on execution, rigor in operations, and robust risk management, along with talent acquisition and retention policies enable us to consolidate, standardize, and functionalize products across regions with multiple languages for delivery excellence and quick ramp-up.
- **Transformative Solutions:** Leveraging the principles of Business 4.0™ and MFDM™, TCS has created a unique suite of non-intrusive, modular, and customizable solutions to solve various industry problems in the trade finance and commercial lending space.

### The TCS Advantage

TCS has extensive experience in business operations, platform consolidation, system automation, data analytics, and reconciliation services. We bring the following differentiators to the table:

## Awards & Recognition



### To know more

Visit the [Banking and Financial Services](#) page on [tcs.com](#)

Email: [bfs.marketing@tcs.com](mailto:bfs.marketing@tcs.com)

Blog: [Drive Governance](#)

### About Tata Consultancy Services Ltd (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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