



Automating the
Enterprise - NAB's
Unique take on Case
Management

WHAT IS NAB UNIVERSAL WORKFLOW?

What is it?

As a result of changing customer expectations, competitive dynamics and regulatory risk, National Australia Bank (NAB) has embarked on a multi-year transformation program focussed on making itself simpler and faster.

A key requirement within the program is to transform human centric work in to a market leading digital process automation capability. NAB Universal Workflow (NUW) is a framework of re-useable enterprise components that can be configured by the business and deployed in to production to meet their workflow needs within weeks.

Enhanced Capabilities



Improved Experience



Customers

“I have full confidence and understanding of how and when my request will be actioned.”



Team Managers

“I finally have a view of all the work in my business and how we are meeting our customer’s expectations.”



Team Members

“I can rely on the system to prioritise and fulfil my customer’s needs.”

Key Benefits

15-20%

Uplift in efficiency

-20%

Reduced customer follow up enquiries



Customer Satisfaction

WHAT ARE THE KEY FEATURES OF NAB UNIVERSAL WORKFLOW?

Key Features

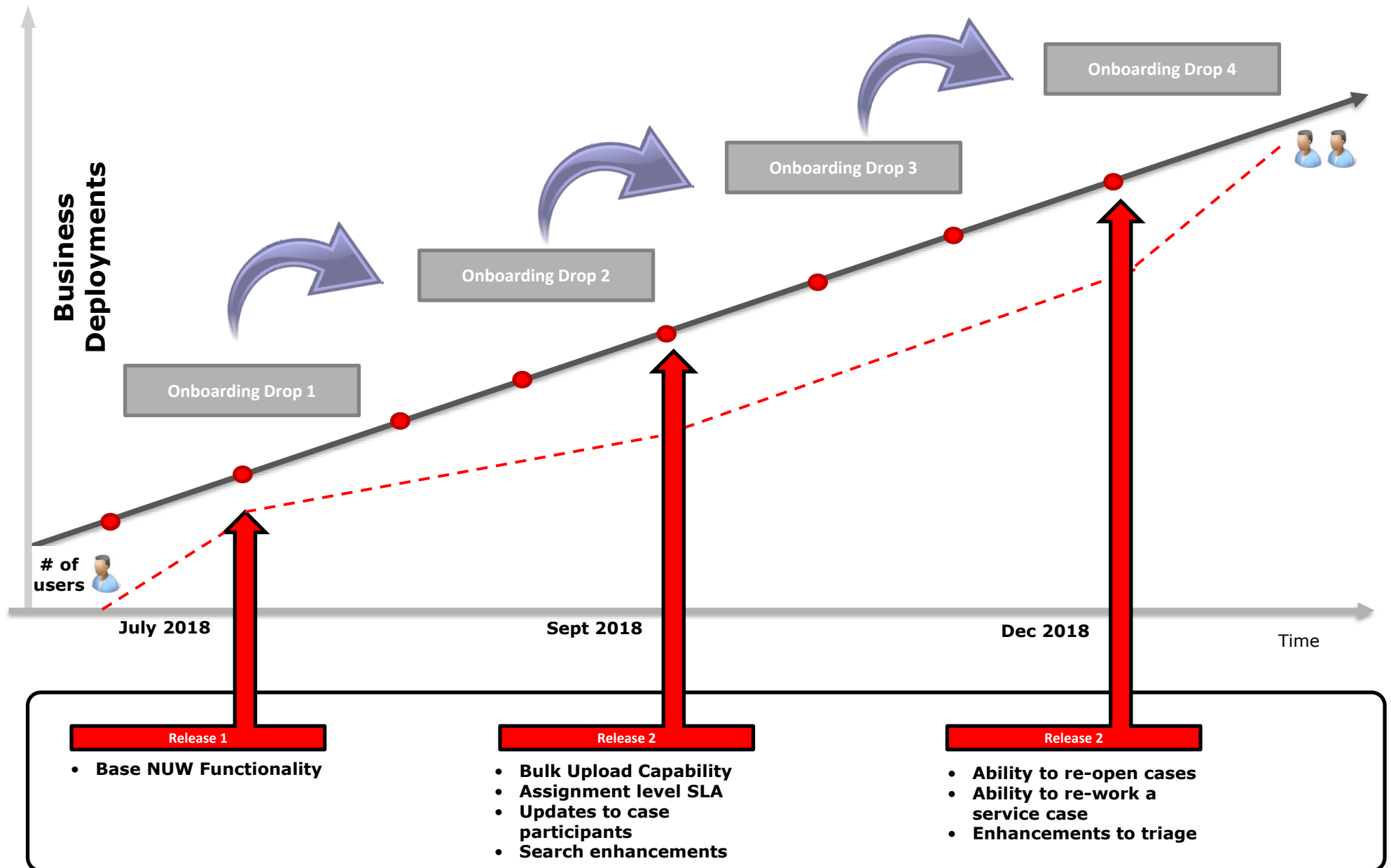
- ✓ **Natural Language Processing with machine learning:** Perform automated classification of email requests into cases.
- ✓ **Dynamic processes** based on pre-configured conditions and business rules.
- ✓ **Configurable data model** per case type.
- ✓ **Real-time operational reporting**
- ✓ **Configurable SLAs** set at overarching case and underlying step level.
- ✓ **Integrated Robotic Automation** including RPA and RDA
- ✓ **Auto case creation** via multiple channels including email, API etc.
- ✓ **Bulk case creation** of business unit specific cases supported via csv template upload.
- ✓ In-built correspondence management capability.
- ✓ **Single sign-on.**

THE INTELLIGENT VIRTUAL ASSISTANT

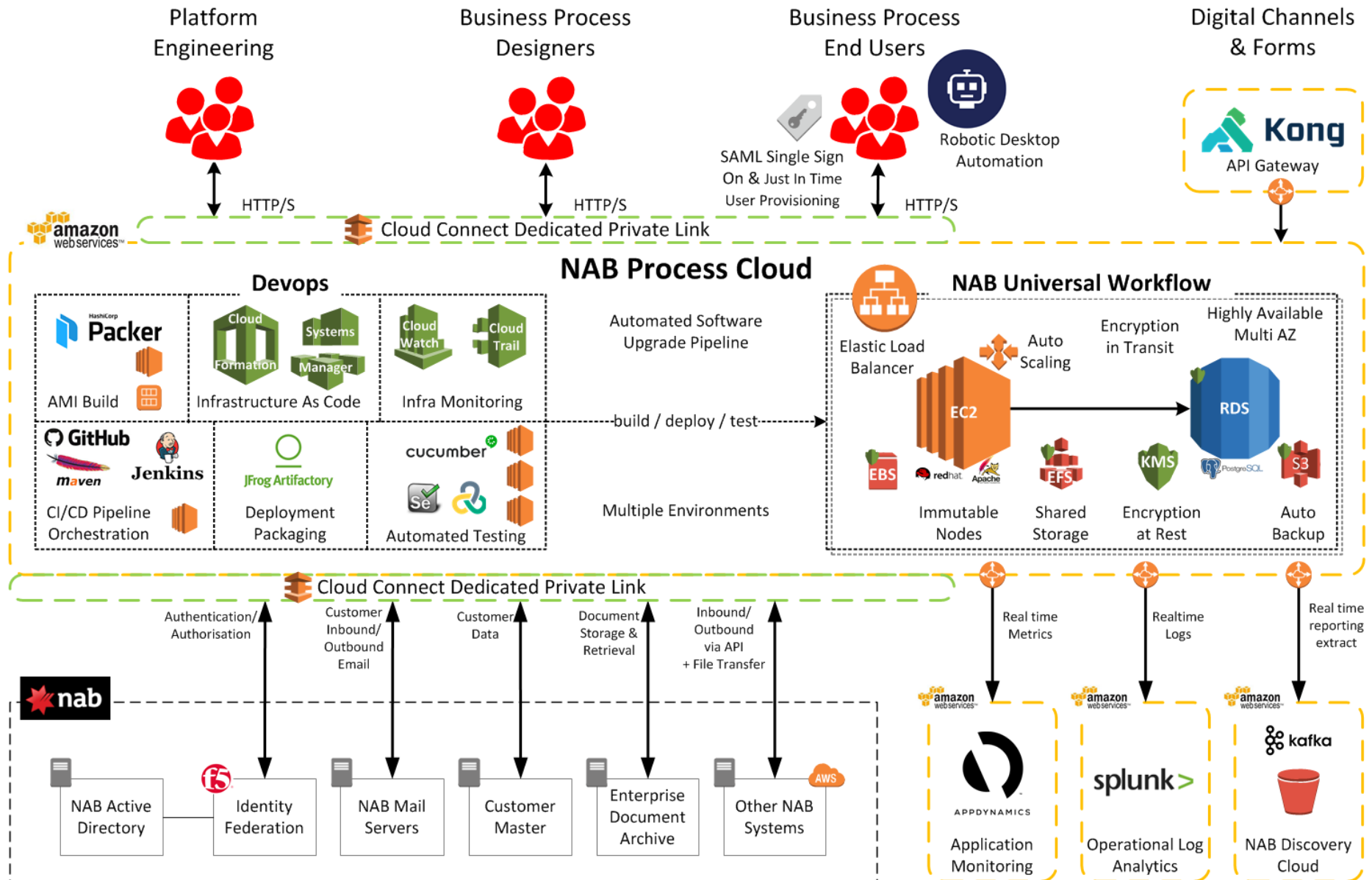
Eight Business Units In Production Using the Intelligent Virtual Assistant.

- ✓ **Nineteen email listeners live in production.**
- ✓ **Over thirty four thousand emails processed by IVA in Universal Workflow to date.**
- ✓ **Over 75% of service cases auto classified leveraging the natural language processing (NLP) model without human intervention.**
- ✓ **Business teams are able to update and maintain their own NLP models which is constantly improving the auto classification rates.**

ONGOING FEATURE ENHANCEMENTS TO THE CORE PATTERN

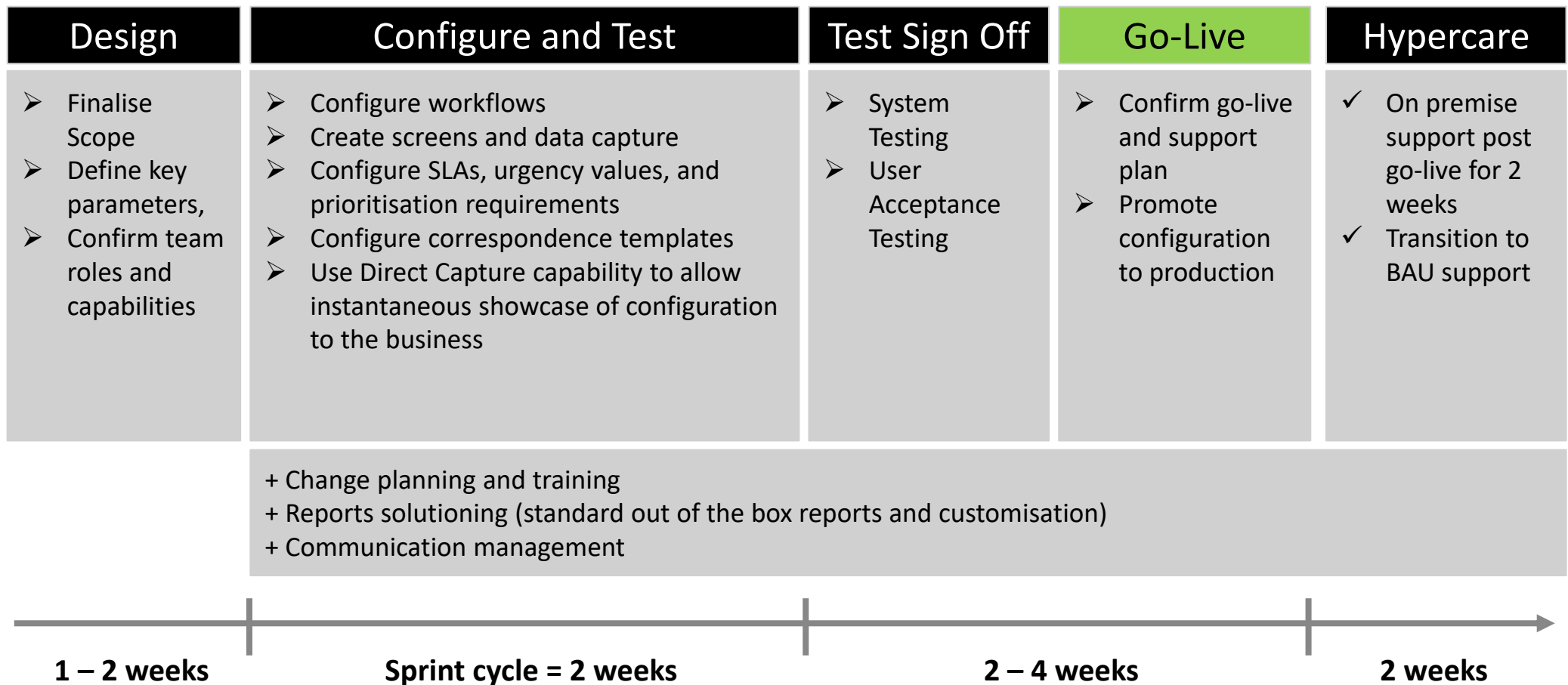


PLATFORM CLOUD ARCHITECTURE LEVERAGING AWS



A BUSINESS DELIVERY MODEL

- ✓ Our NAB business units complete an engagement & demand assessment which determines suitability. If assessed as a fit for Universal Workflow, the team handover the initiative to a dedicated onboarding squad.
- ✓ The Onboarding squad follow a predefined process which generally takes between 8-10 weeks.

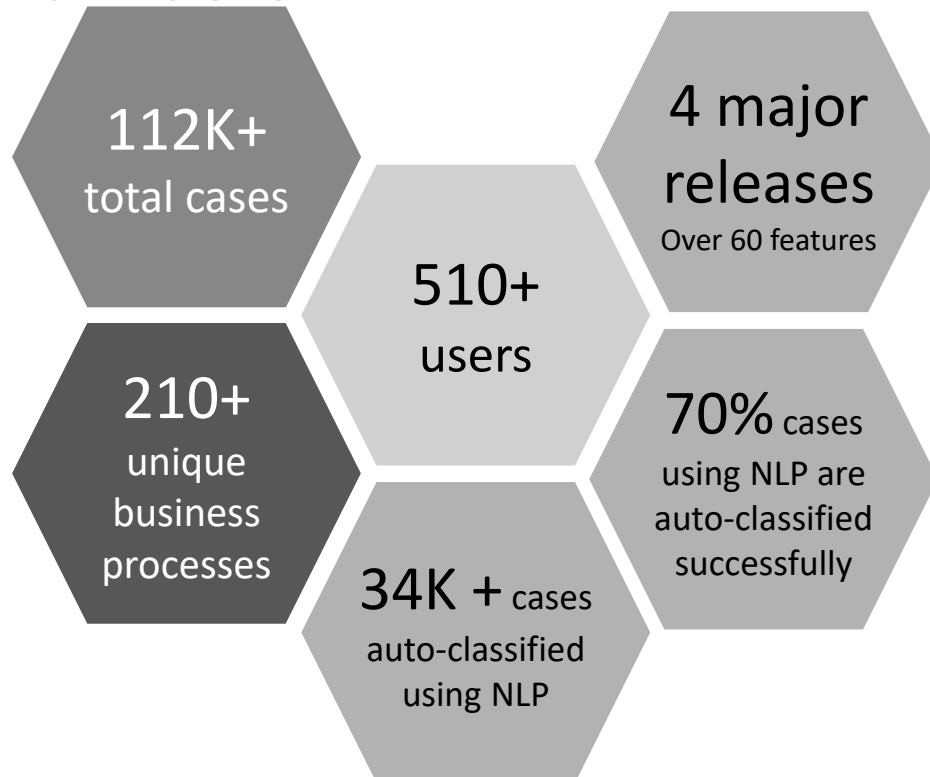


ACHIEVEMENTS AND BUSINESS ROLLOUT

- ✓ 60+ successful deployments into production from 28th May to 31st Jan at an average of 1 deployment every 3 days.
- ✓ Completed pilot deployment of Pega Robotics (RDA) opportunity for NAB Payments Operations.



Universal Workflow By the Numbers



Future Roadmap

FY '19 Business Rollout

50+ opportunities in the pipeline including:

- Business Bank
- Financial Crime Services
- Business Lending
- Home Lending
- and many more...

