

UNION BANK Partners with INFINION to Automate Internal CBN Compliance Processes

CHALLENGE

CBN had issued a directive for staff of all financial institutions to complete mandatory forms within a time frame. To avoid being queried by CBN, the HR department of Union Bank needs to ensure all staff comply with the directive, that would be a tricky task; considering remote workers could be anywhere in the country and unable to make it back to the office in record time to comply. Union Bank reached out to INFINION to tackle the challenge

SOLUTION

How INFINION solved the challenge;

- Built a Microsoft Power Platform and Power Apps solution for employees to access and complete compliance forms regardless of their location.
- Automate email notification for confirmation and reminders.
- Automate data collection and reporting.

RESULTS

- 90% time saved on reporting for compliance monitoring based on the following KPIS: percentage completion, All staff, Forms Completed, Pending submissions.
- More data visibility and process efficiency



AT A GLANCE

COUNTRY

Nigeria

CUSTOMER SIZE

Large (1000 - 9999 employees)

INDUSTRY

Financial Services

BUSINESS AREA

Business Applications

SOLUTIONS

- Power Platform
- Power Apps
- Power BI