

Intelligent Process Automation

End-to-end process redesign and automation using workflow, rules, RPA, process mining, APIs, document intelligence, AI, and human-in-the-loop controls.

CORE SIGNAL

Automation creates sustainable value when the process, decision, data, exception, control, ownership, and performance model are redesigned before technology is applied.



THE MANDATE

Why This Practice Matters

Financial institutions carry substantial manual work across operations, finance, risk, compliance, service, and administration. Intelligent automation can improve capacity and control, but only when applied to the right process...

EXECUTIVE QUESTIONS

- 1 Which processes are stable, high-value, and sufficiently standardized to justify automation?
- 2 What should be eliminated, simplified, controlled, or integrated before a bot or AI model is introduced?
- 3 How will exceptions, overrides, failed actions, and accountable decisions be routed and evidenced?
- 4 What baseline and operational measures will prove realized capacity, quality, risk, service, and financial value?

WHO WE SUPPORT

Operations and shared services

Risk, finance, and compliance functions

Client service and onboarding

Payments, trade, and insurance operations

Transformation and automation centres

FINANCIAL-SERVICES TECHNOLOGY

ENTERPRISE ADVISORY

THE CAPABILITY MAP

Six Capabilities That Define the Practice

A structured view of the business, technology, data, control, and operating-model capabilities required to execute reliably.



01 Process Discovery & Mining

Identify real variants, volumes, delays, rework, hand-offs, and automation candidates from evidence.

02 Workflow & Case Management

Orchestrate tasks, rules, queues, SLAs, documents, decisions, and escalation.

03 Rules, APIs & Integration

Automate deterministic decisions and system actions through governed services and interfaces.

04 RPA & Desktop Automation

Use bots selectively where interfaces cannot yet support durable integration.

05 Document & AI Automation

Extract, classify, summarize, validate, and assist decisions with human oversight.

06 Controls & Automation Operations

Manage access, change, exceptions, monitoring, resilience, evidence, and value.

THE PROBLEM LANDSCAPE

Where Institutions Lose Control

The recurring failure patterns that create operational risk, delivery friction, hidden cost, and weakened executive confidence.



01

Automating Waste

The existing process is replicated instead of simplified, standardized, and controlled.

02

Bot Sprawl

Tactical desktop bots multiply without ownership, architecture standards, or retirement plans.

03

Exception Neglect

Automation handles the ideal path while difficult cases remain unowned and operationally expensive.

04

Fragile Interfaces

Screen changes, credentials, timing, and upstream data cause silent automation failure.

05

Control Ambiguity

It is unclear whether the human, bot, model, rule, or process owner made the accountable decision.

06

Savings Without Evidence

Capacity claims are not linked to baseline effort, demand, quality, control, or realized financial value.

MDMI DIAGNOSTIC LENS

We redesign the unit of work from trigger to outcome, then assign each decision and action to the right combination of process, rule, API, bot, AI, and human judgment.

THE ADVISORY OFFER

What MD Market Insights Delivers

Modular services that can be deployed independently or combined into a sequenced transformation program.



01

Automation Strategy & Pipeline

Define ambition, governance, intake, scoring, architecture, delivery model, and value tracking.

02

Process Discovery & Redesign

Map evidence-based variants, root causes, controls, data, exceptions, and target workflows.

03

Workflow & Case Automation

Design orchestration, queues, SLAs, rules, documents, decisions, and integration.

04

RPA Rationalization & Control

Assess bot estates, stabilize critical automations, reduce fragility, and plan API replacement.

05

Document AI & Agentic Automation

Apply extraction, classification, retrieval, copilots, and agents with controlled authority.

06

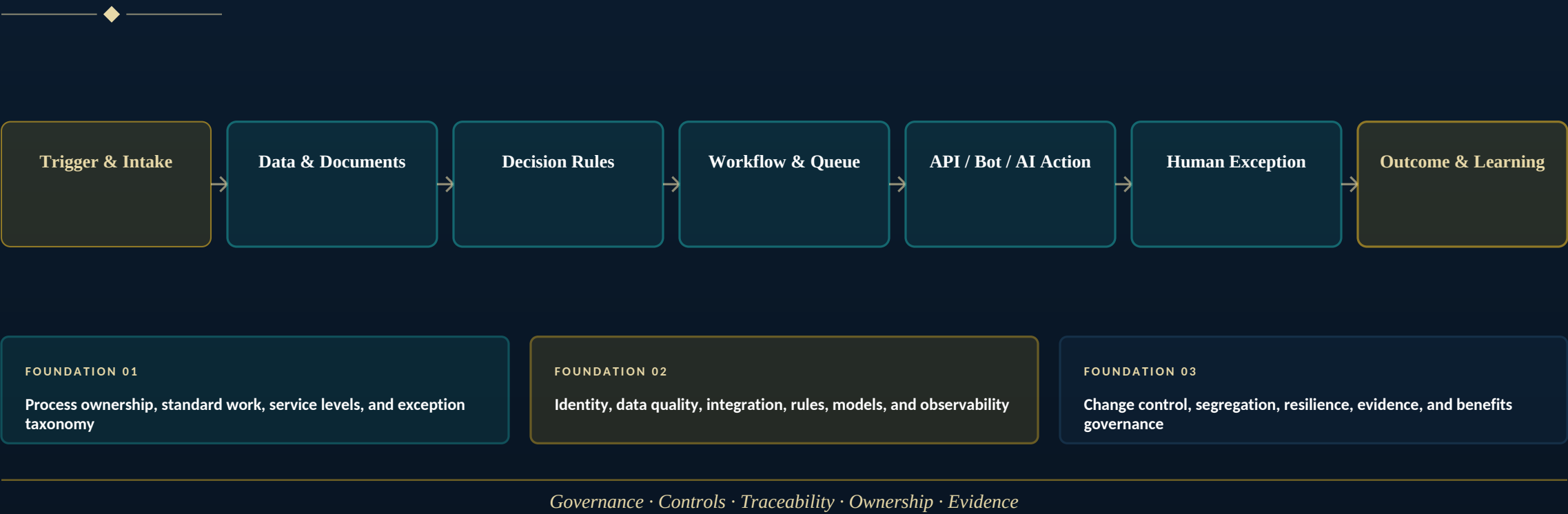
Automation Operations & Value

Establish monitoring, incident, change, access, continuity, ownership, and benefits realization.

THE SYSTEM VIEW

From Strategy to Controlled Execution

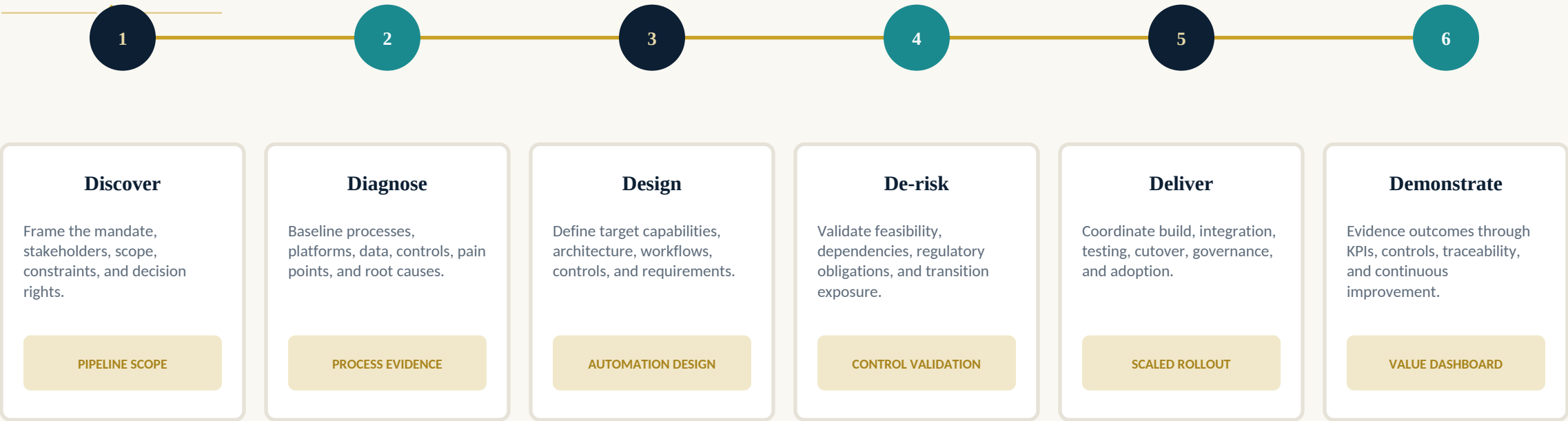
The practice is designed as an end-to-end system: decisions, workflows, platforms, data, controls, and outcomes must operate as one chain.



THE MDMI METHOD

A Six-Phase Path from Ambition to Adoption

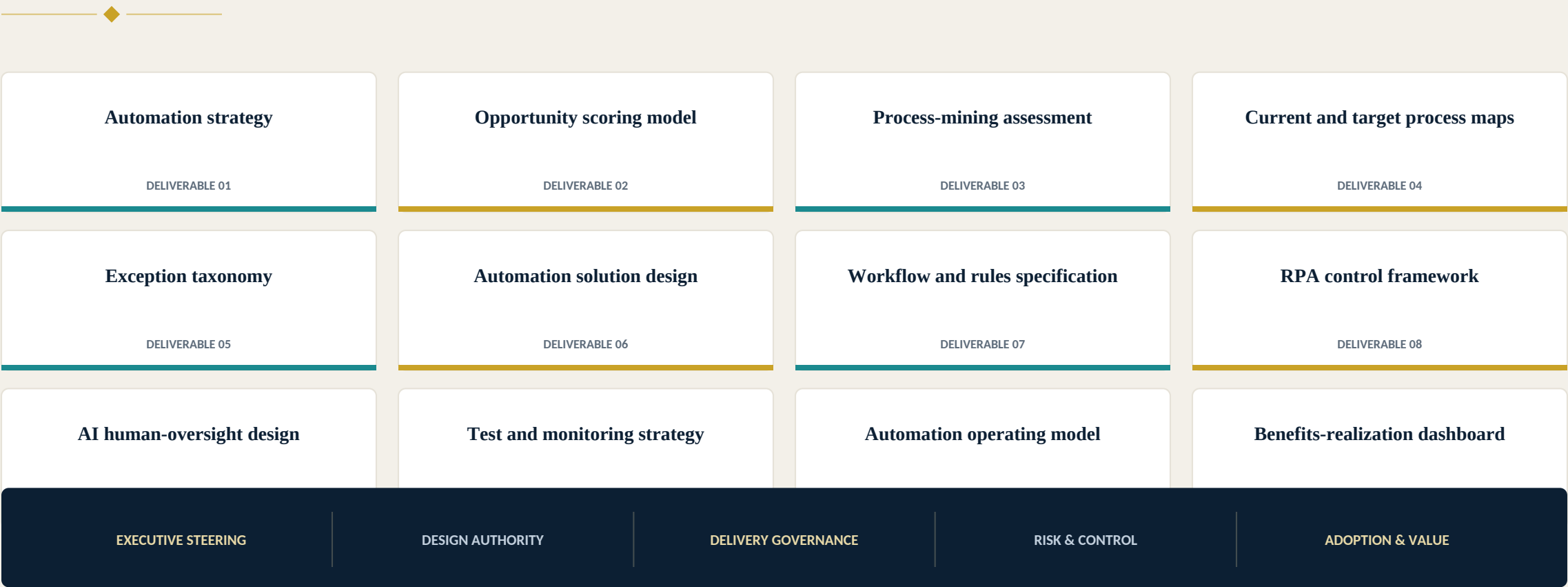
A disciplined method that converts executive intent into implementable decisions, tested capabilities, operational readiness, and measurable value.



THE WORK PRODUCT

Decision-Grade Artifacts, Not Shelfware

Every artifact is designed to drive a decision, control execution, transfer knowledge, or evidence an outcome.



THE VALUE CASE

Representative Use Cases and Success Measures

Illustrative applications showing how the practice converts complex institutional problems into controlled, measurable outcomes.



01

Trade Exception Automation

Gather context, classify breaks, apply rules, propose resolution, route approvals, and retain evidence.

02

KYC Document Processing

Extract and validate data, identify missing evidence, route review, and update governed workflows.

03

Finance Reconciliation Workflow

Match records, identify breaks, prioritize materiality, coordinate investigation, and track sign-off.

04

Client-Service Case Orchestration

Unify intake, entitlement, documents, tasks, SLAs, communications, and resolution across systems.

SUCCESS MEASURES

Automation rate

Manual touch reduction

Cycle-time improvement

First-time-right rate

Exception volume and age

Automation failure rate

Control incidents

Realized capacity and savings

BUILD THE NEXT MOVE

Turn Complex Change into Controlled Execution.

MD Market Insights helps institutions automate work intelligently - beginning with process and control design, selecting the right technology pattern, and proving value through reliable operational outcomes.

OPTION 01

Diagnostic Sprint

Rapid baseline, critical risks, priority decisions, and a sequenced action plan.

OPTION 02

Advisory Workstream

Focused design or delivery support for a defined capability, platform, or control domain.

OPTION 03

Transformation Partner

End-to-end support from strategy and architecture through implementation and adoption.

