

THE FIRST ROBOT STARTED WORKING AT ALBARAKA TURK

Moving forward to become the world's best participation bank, Albaraka Türk initiated the Robotic Process Automation and once more be a leader in participation banking sector. With the initiated Robotic Process Automation, the transactions are completed faster and error-free, meanwhile the bank clients will continue to benefit from quality service.

The first participation bank of Turkey, Albaraka Turk added a new feature to its innovative practices. In align with the investments towards digitization, the Bank established a first in participation banking sector in Turkey and initiated the robotic process automation application.

Albaraka Turk has initiated the Robotic Process Automation project, a new computer software. Operating just like a real person however completing the transactions much faster and error-free, the Robot software operates 3 times faster compared to average personnel and completes transactions error-free at 100% efficiency 24/7.

Albaraka Turk VP Mustafa Çetin indicated that they follow technology closely and provide the most quality services to their clients, also said "We, as Albaraka Turk have added a new dimension to the services offered. We increased the speed of banking transactions with Robotic Process Automation and lead the way to a new era for participation banking sector. With the application, our transactions are processed much faster and in turn we offer services to our clients at a higher quality. Thanks to this application our employees will have more time to work on high added value tasks."

Çetin indicated that, based on the analyses conducted at POC phase, a single robot offers at least 15,000 TRY savings per month and the ROI rate is higher than 1200%, and said "At this moment the savings in terms of working hours is more than 600 hours per month.

These results are obtained with just a single robot at 50 - 60% capacity. Ultimately we aim to operate 5 robots with full capacity within the next 3 months.”

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