

# Automating Bank Statement Processing using MuleSoft RPA



## Client Information:

Our client is a U.S.-based lending company that serves customers across the country. Their operations involve handling large volumes of customer financial data, including the daily processing of bank statements sent via email by end customers.



## Challenges Faced:

The client faced inefficiencies due to a manual process for handling bank statements, which involved:

- ✓ Employees manually opening the email inbox daily.
- ✓ Downloading, reading, and extracting data from bank statements.
- ✓ Entering the data into the Salesforce database manually.

This manual workflow was time-consuming, prone to human errors, and lacked scalability as the business grew.



## What We Did:

To address these challenges, we automated the entire process using **MuleSoft RPA**. The solution involved:

- ✓ **Automated Email Access and Download:** We implemented an RPA bot to automatically log into the client's email server, filter relevant emails, and download bank statements from end customers.
- ✓ **Data Extraction:** The bot used **OCR (Optical Character Recognition)** to extract key information from PDF bank statements, such as bank account numbers and transaction details.
- ✓ **SOQL Query Generation:** With the extracted data, the bot dynamically generated SOQL insert queries for Salesforce.
- ✓ **Salesforce Integration:** Configured MuleSoft's database connector for seamless data insertion.
- ✓ **Database Insertion:** Finally, the bot inserted the data into Salesforce using MuleSoft's database integration capabilities.



## The Value Proposition:

The MuleSoft RPA solution provided multiple benefits, including:

- ✓ **Time Efficiency:** The automation saved approximately 15% of employee time by eliminating repetitive manual tasks, allowing them to focus on more strategic activities.
- ✓ **Error Reduction:** By minimizing human involvement in data entry, the automation reduced errors by 20%, ensuring more reliable and accurate data processing.
- ✓ **Scalability:** The solution increased the company's capacity to handle a growing volume of bank statements without adding additional resources, improving operational efficiency by 15%.
- ✓ **Data Accuracy:** The automated process improved data extraction and insertion accuracy by 10%, reducing inconsistencies and ensuring precise updates to the Salesforce database.



## Conclusion:

Through the implementation of MuleSoft RPA, our client was able to automate their bank statement processing, streamline operations, and improve data accuracy. The automation not only freed up employee time but also ensured that the company could efficiently scale without increasing operational costs, thereby enhancing both productivity and business performance.