



# A Co-operative Bank Modernizes Field Collection Operations

## Client Overview

Client is a Co-operative bank in Mumbai. They manage pigmy collection operation spread across vast geography through agents



## Challenges

Pigmy operation deals with cash collection from market place and hence needs to be controlled properly

Change of agent poses challenges since a particular agent knows the route and the customers

More discipline is required for timely depositing collection money

Any dip in service level, results into loss of customer trust

## Solution

- **Cloud based web application for bank branches to manage agents and collection operation.**
- **Android mobile app for agents to collect money from customer.**
- **GPS tracking of agent route for better control.**
- **Instant in-app notification for customers and real time collection reporting at branches and HQ.**

**Improved  
Cash Management**

**Higher  
Collections**

## Benefits

- **Reduced cost for overall field collection operation**
- **Enhanced customer service by offering all types of collections through single person**
- **Geo tagging of customer locations**
- **Increased safety for agents**
- **Analytics and reporting for branches and HQ**

**WE HAVE DONE THIS  
WE CAN DO IT AGAIN**

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[info@rtac.in](mailto:info@rtac.in)