

INITIATIVE	Transforming Operations with a Comprehensive Process Automation Approach
AWARD	Celent Model Bank 2025 for Operational Excellence
EXECUTIVE SUMMARY	Techcombank's enterprise-wide robotic process automation (RPA) initiative successfully achieved full-scale automation across its operations. The bank implemented a scalable automation framework that delivered strategic transformation, optimizing processes and enabling operational excellence. This large-scale digital transformation strengthened Techcombank's competitive position through enhanced efficiency, workforce productivity, and enterprise-wide process improvements.
KEY BENEFITS	<ul style="list-style-type: none"> • Operational Efficiency & Cost Savings • Enhanced Agility & Employee Satisfaction • Enhanced Sustainability, Green Office/ESG Contributions
TIMELINES	<ul style="list-style-type: none"> • Early 2022 - Project kick-off • June 2022 - First major milestone achieved with 19 processes automated. • 2023 - Added 24 more automated processes, • December 2024 – Automated 100 processes
KEY VENDORS	Akabot
READ MORE	<p>Celent recognizes Techcombank for its strategic investment in large-scale operational transformation, delivering measurable operational and financial value. The bank has demonstrated that a well-designed and effectively implemented enterprise-wide robotic automation process (RPA) program can enhance efficiency across business lines while strengthening its competitive advantage.</p> <p>Visit Celent.com to learn more about this initiative.</p>