

Major Regional Bank Modernizes Process Intelligence with mindzie

A major regional bank operating in a highly regulated environment had been using a legacy process intelligence platform to support operational analysis across core banking, onboarding, and compliance processes. While the platform provided basic process discovery, it became increasingly misaligned with the bank's evolving needs around AI, security, scalability, and real-time operational management.

Challenges

- **No AI intelligence:** The bank needed advanced AI and machine learning capabilities to automatically surface insights, detect anomalies, and proactively highlight risks or improvement opportunities.
- **Deployment constraints:** The platform did not fully support on-premise deployment in a way that met the bank's internal security and data residency requirements.
- **Cost barriers to scale:** Licensing and infrastructure costs increased significantly as additional business units and use cases were added, limiting broader adoption.
- **Fragmented data integration:** Limited ETL capabilities made it difficult to connect to a growing number of source systems, requiring manual work and third-party tools.
- **Analysis-only focus:** The solution was largely restricted to retrospective process analysis, with no effective way to monitor KPIs and SLAs in real time.



Affordability and Scalability



Secure On-Premise Deployment

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Results

Within months of deployment, the bank achieved measurable improvements:

- **Faster insight into operational bottlenecks and compliance risks**
- **Improved visibility into end-to-end customer journeys**
- **Real-time monitoring of critical SLAs across onboarding and lending processes**
- **Expanded adoption of process intelligence across multiple teams and business units**

The transition to mindzie enabled the bank to shift from reactive, retrospective analysis to proactive operational management.



**Integrated ETL and
Broad Connectivity**



**Monitor key operational
KPIs and SLAs in real time**

By replacing its legacy process intelligence platform with mindzie, this major regional bank gained a secure, scalable, and affordable solution that aligned with its regulatory environment and growth strategy. mindzie now serves as a foundation not only for process analysis, but for real-time operational intelligence across the organization.