

# Case Study



## A Co-operative Bank Modernizes Pigmy Collection Operations

### Client Overview

A cooperative bank in Mumbai managing extensive pigmy collections via field agents across a wide geography.

### Challenges

- Managing cash collections across markets
- Changes of Agent disrupt routes and customer relations
- Delays in deposits risk trust
- Service dips reduce customer confidence

### Solution

- Cloud app for branch & agent management
- Mobile app for agent collections
- GPS tracking of agent routes
- Real-time reports & customer notifications

### Benefits

- Lower field collection costs
- Improved customer service via single-agent collections
- Geo-tagged customer locations for better planning
- Analytics for branches and HQ for informed decisions



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