

CASE STUDY

How ServoDocs EDMS Software Allowed Leading NBFC to Reduce OpEx by 75%?



About Customer

The Client is one of India's leading non-banking financial companies (NBFCs) serving millions of customers across 13 lines of business including retail lending, business finance, insurance, investments, and asset financing.

18000+
Employees

850+
Branches

\$ 13 Billion
Managing Assets



Existing Challenges

The organization had everything to scale - budget, workforce, and vision. However, its document and core system ecosystem had not evolved at the same pace as its growth ambitions. When we first did a scope analysis, we found:

- ▶ *Operational disruptions slowed credit decisions during peak volumes.*
- ▶ *Security gaps, weak audit controls, and lack of data masking increased compliance risk.*
- ▶ *Poor indexing, missing identifiers, and no version control broke document traceability.*
- ▶ *Integration limitations and on-prem dependencies inflated costs and restricted scalability.*

What We Did?

We deployed ServoDocs enabling intelligent document classification, automated image enhancement, and instant field extraction, turning every scan into clean, structured, AI-ready data without manual effort.

Our smart indexing engine mapped documents to the correct customer journey, while auto-versioning ensured built-in traceability and audit readiness.

Real-time PII masking and encryption secured sensitive data across workflows, APIs, and lending systems.

We centralized 60 TB of legacy data into a unified repository, eliminating silos, accelerating retrieval, and reducing infrastructure costs.



Outcomes

- 1 500+ million files digitized across 13 lines of business.
- 2 Operational expenditure reduced by 75%.
- 3 Client seamlessly managing 160 TB of cumulative data.
- 4 60 TB of files migrated into a centralized, cloud-ready repository.
- 5 Seamless support for operations spanning 850+ branches
- 6 Faster underwriting, quicker retrieval, and audit-ready compliance by design
- 7 Secure, masked data movement across integrated lending and KYC systems

Benefits

- ✓ Faster, smarter credit decisions
- ✓ Greater visibility across customer and credit journeys
- ✓ Enhanced document accuracy and data integrity
- ✓ Faster information retrieval across teams
- ✓ Future-ready foundation for AI-driven lending
- ✓ Stronger governance and process standardization
- ✓ Improved operational efficiency across lending workflows
- ✓ Reduced manual dependency and human error

About Servosys

Servosys Solutions, a unit of **EML Consultancy Services Pvt. Ltd.**, is an Indian software product company delivering **AI-powered**, seamlessly integrated digital platforms including **ServoStreams® BPM, ServoDocs® EDMS, ServoWebscan®**, and mobility solutions with advanced imaging and scanning.

Our **low-code BPM platform** is trusted by **2 of the 3 largest** private-sector banks in India and leading BFSI institutions to enable **end-to-end digital automation** across corporate, SME, and retail lending (LOS). Customers consistently achieve significant reductions in **turnaround time**, up to **5X productivity gains**, faster decision-making, and **100% compliance** through robust audit trails, role-based access (RBAC), and dynamic document generation.

Servosys solutions serve **BFSI, Manufacturing, and Govt. sectors**, integrating seamlessly with Core Business Applications such as CBS/ LMS, ERP, CRM, Insurance, etc. with flexible **on-premise and cloud deployments**, helping organizations remain **agile, compliant, and competitive**.

Certifications & Accreditations



Transform your Enterprise with **SERVOSYS**

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