



## GEOBAN

# PRIDE – Professional Returned ID Environment Platform

The project was conducted to improve customer's journey and reconcile business trends with business objectives by focusing on reducing processing errors, complaints, waste and service defects.

The workflow structure allows for constant development and new technologies incorporation. Apart from efficiency process was redesigned in the way to increase Fraud detection.

## **GEOBAN**

---

### **OTHER CUSTOMER**

---

230 000 customers

**Improved customer journey  
for 230k customers per year**

---

PRIDE platform is a sophisticated RPA that contributed to the realization of business goals and had positive impact on customer experience with tangible results.

# The team

