UiPath™

ALLIANT

GREENLIGHT

A More Human Credit Union Through AI & Automation



Introductions



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From Projects to Programs

DIAGNOSIS

Closed the gap between talk and walk

YEAR ONE

Low-hanging fruit fueled 600% growth

YEAR TWO

Automation tied directly to ROI commitments

"We went from 'it would be nice to have automation' to 'we do — and we are capable of delivering it.'"

- **Establish a culture for innovation:** Backlog created around 9 Business Units with considerable ROIs
- Well-defined multi-year plan for scaling the automation program

By End of 2026:

30+
Process Automations Delivered

$2MM
Estimated Annual Hourly Savings

60+
Processes in Backlog

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What Changed?

1

EXECUTIVE SPONSORSHIP

- Leadership tied automation to strategy
- Sponsors removed organizational roadblocks
- Program funded beyond pilot budgets

2

BUSINESS OWNERSHIP

- Business teams identified the opportunities
- IT enabled, the business decided
- Ownership extended past IT's walls

3

GOVERNANCE & DELIVERY PODS

- Clear intake and prioritization process
- Delivery pods scaled execution
- Structure enabled control at speed
- Quarterly Reviews of results
- Operational Support

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Automation, made personal

“HEART”

- The business named it, not the tech team
- Freed agents from chasing paperwork and laws
- Also sped up getting funds to families



“START MY CALL”

- Member context ready before the call begins
- Less time spent searching systems for answers
- More time spent actually helping the member
- Contact Center Dashboard built with:

UiPath Apps

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Thank You

Let's Keep The Conversation Going

www.greenlightconsulting.com