

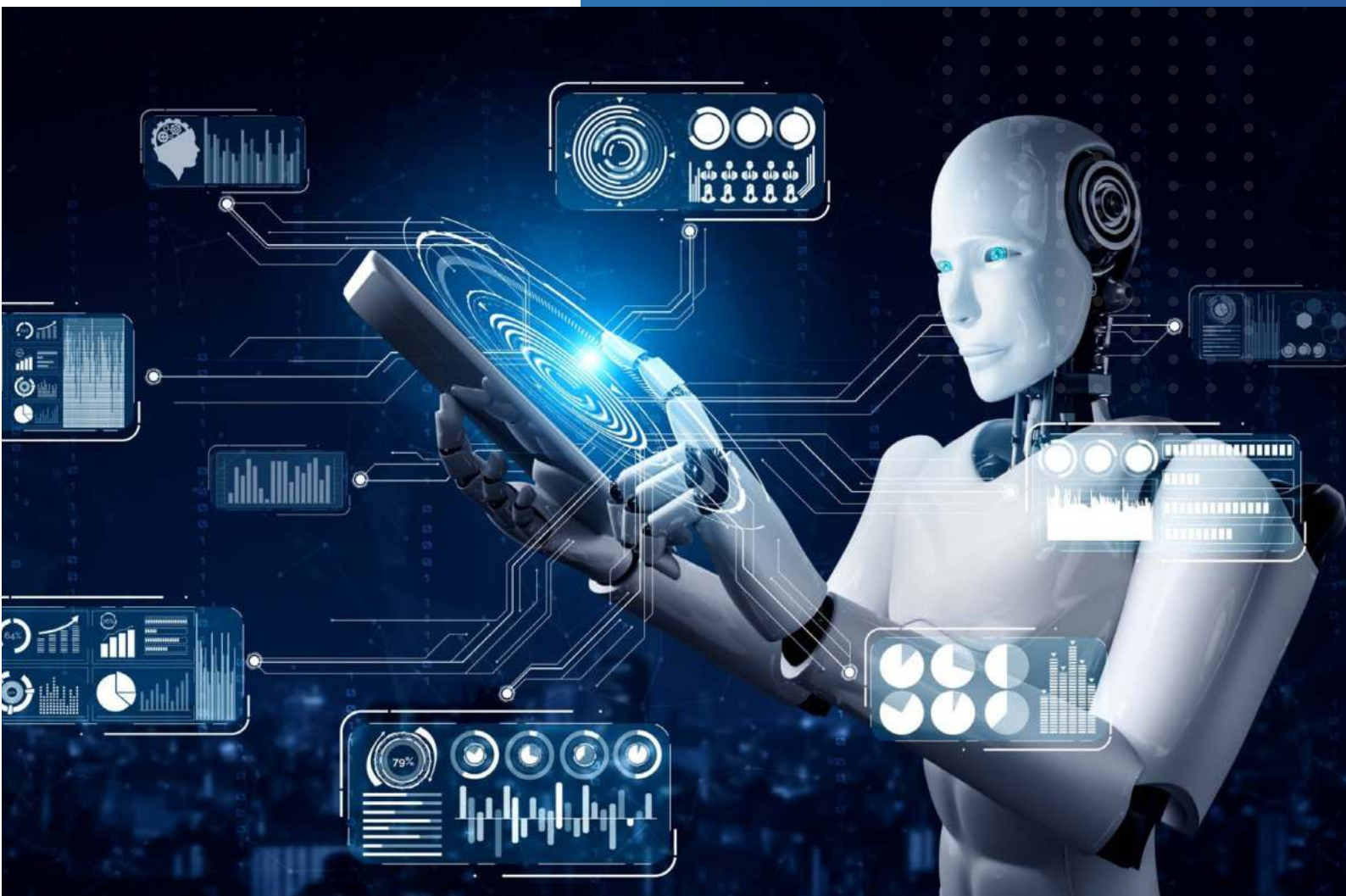
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Robotic Process Automation (RPA) in Professional Services

ROBOTIC PROCESS AUTOMATION DRIVING REVOLUTION IN BUSINESS AUTOMATION

Automation is the future of all the leading technologies that we have today! One of the fastest evolving brainchild of mankind, Robotic Process Automation (RPA) is an umbrella term for a high-tech software technology.

It is equipped with capabilities that allow them to mimic human actions when interacting with digital software and systems. These programmed robots can seamlessly comprehend the information on the screen, navigate systems, complete the right keystrokes, identify as well as extract data, and perform a wide range of other actions by mimicking human behavior.





ROBOTIC PROCESS AUTOMATION (RPA) IN ACTION

- As a renowned IT consultancy firm, the client employs over 1200 employees who provide IT consultancy to approximately 6000 customers. To get an edge over its competitors, the client implemented Robotic Process Automation (RPA).

RPA technology automated the installation of required tools on different systems so that the employees could now use automation on demand. Developers were no longer required to configure the environment; instead they used RPA to automate the initial configuration.

- The client here is an insurance provider specializing in different sorts of insurance policies who was fed up with complaints concerning processing claim time. This is when the organization decided to implement Robotic Process Automation (RPA) for managing different tasks.

Manual processing and management of insurance claims is a time-consuming process. So, the client used RPA to automate data extraction which resulted in enhanced efficiency as well as better customer satisfaction.

- The organization in spotlight here is one of the most prominent financial advisors in Australia, employing about 100 employees within the organization. However, the financial advising firm of the client was known to be very inefficient! Interestingly, things changed after the successful implementation of Robotic Process Automation (RPA) technology.

Incorporating automation in business processes turned out to be very useful for the client as the RPA bots could seamlessly run credit checks for the loan prospects and determine if the prospect fits the parameters. This helped in minimizing the time required to process the loans.

- The client discussed here is a global professional service company specializing in audit, tax, advisory, and assurance services. They decided to automate processes such as tax filing, tax validation, and reconciliation. So, they decided to use the Robotic Process Automation (RPA) technology to sort through the complex landscape of tax regulation.

Using software robots and smart workflows, the client managed to enhance efficiency as well as accuracy in application of different tax rates for different types of financial transactions. RPA allowed the business to automate operations over central, state, municipal, and city level.

GET AN EDGE OVER YOUR COMPETITION WITH ROBOTIC PROCESS AUTOMATION (RPA)

Robotic Process Automation (RPA) can be helpful for professional service providers in numerous ways. However, here are a few of those many advantages:

- **Better customer satisfaction:** Robotic Process Automation (RPA) can enable service providers to deliver better quality of work with enhanced accuracy and communication with customers. This helps them to increase customer satisfaction and add further to the goodwill of the business.
- **Consistency:** Robotic Process Automation (RPA) is a safe and least interfering technology that provides perfect consistency in performing different activities each time without meddling with the fundamentals of the system.
- **Enhanced efficiency:** Robotic Process Automation (RPA) technology uses bots to perform tasks which means that a huge amount of tasks can be completed in a shorter period of time as compared to humans. This combination of accuracy and fast delivery can be very useful in enhancing the growth of businesses.





Provider of IT Managed Services Saves Time Processing Purchase Invoices

CASE STUDY:1

ABOUT CUSTOMER

Delivering supply, design, implementation, and IT infrastructure support services for almost 30 years, the client partners with various global leaders such as Dell, Citrix, Microsoft, to name a few. The client specializes in cloud solutions, IT services, technology recruitment, networking and security, procurement solutions, and more.

FOCAL POINTS OF THE PROJECT

- Enhancing the performance of the employees
- Facilitating automated processing of documents
- Enabling seamless archiving of different information after the completion of the tasks

THE FIX

The client implemented Robotic Process Automation (RPA) technology in various IT projects such as streamlining patch management, activating and deactivating customer service accounts, and scaling infrastructure enabled them to enhance the experience of employees. Furthermore, they used RPA to process unstructured data and documents which resulted in solving various challenges in the organization.

PIVOTAL BENEFITS

- Unattended software robots reading invoice information and capturing email attachments
- Using attended bots to review problematic invoices

PRE-ROBOTIC PROCESS AUTOMATION (RPA) STATE

- Inefficient and time-consuming processing of different invoices
- Manual evaluation of invoices leaving the organization vulnerable to human errors

MAJOR CHALLENGES

- Achieving greater efficiencies in financial operations
- Automating the invoice processing operations while maintaining the utmost accuracy
- Enhancing the level of confidence in bots managing the information

ACHIEVEMENTS

- 20% increase in the level of confidence in software robots managing the information
- Significant increase in time-saving through continuous improvements in the automation process



Professional Services Firm Enhance Operations with RPA Technology

CASE STUDY:2

ABOUT CUSTOMER

The client is a leading professional service firm specializing in real estate and investment management and operating in almost 80 countries. With annual revenue of approximately \$18 billion and a massive workforce of over 90000 employees. Furthermore, the client's organization is also one of the Fortune 500 companies.

FOCAL POINTS OF THE PROJECTS

- Gaining quick access to clean and structured analytics and data
- Get access to a robust and secure solution that could seamlessly navigate through each of the property pages
- Automation of processes with an intelligent automation solution

THE FIX

The client decided to leverage the capabilities of the Robotic Process Automation (RPA) technology to automate all business processes and eliminate tedious time-intensive data entry tasks. This helped the client increase accuracy as well as efficiency of all the processes.

PIVOTAL BENEFITS

- Software robot successfully automates tasks and retrieves data without any API integration

- Significant decrease in the failure rate as compared to the potential rate of human error

PRE-ROBOTIC PROCESS AUTOMATION (RPA) STATE

- Manual human processing of all data entry operations
- Risk of human errors and inefficient management of processes

MAJOR CHALLENGES

- Automating the entire data entry process while ensuring utmost accuracy
- Getting seamless access to all data on the portfolio of real estate assets

ACHIEVEMENTS

- The bot seamlessly accessed the relevant property page and extract data to a secured storage location
- Retrieving images and using specific naming conventions to store the data in a secured location
- RPA helped the organization to save valuable time and minimize any sort of project risk



Professional Service Provider Saves Time with RPA Technology

CASE STUDY:3

ABOUT CUSTOMER

As one of the global leaders in assurance, consulting, taxation, and advisory services, the client employed over 80000 employees. These employees were taking care of operations in 700 offices located in 150 different countries around the globe.

FOCAL POINTS OF THE PROJECT

- Facilitating access to cleaner and accurate transaction data sets
- Scaling the usability of the software to be able to function at a global level
- Phasing out the requirement of extra employee training

THE FIX

The client deployed a massive number of RPA attended bots to fix the complex issues with automation. This helped the client save a lot on the costs of training the employees while also enabling them to spend more time serving the customers and enhancing revenue instead of wasting time on administrative tasks.

PIVOTAL BENEFITS

- Enhanced productivity and efficiency with 100000 attended bots
- Providing the customers with well-tested solutions
- Enabling employees to focus more on value-yielding tasks

PRE-ROBOTIC PROCESS AUTOMATION (RPA) STATE

- Incomplete and inaccurate data entry
- Employees spending much of their time in data entry processes
- A blemished user experience offered by the solution

MAJOR CHALLENGES

- Establishing a high degree of process efficiency
- Making the SAP environment more accessible to employees

ACHIEVEMENTS

- Enhanced availability of data with greater visibility
- Insights into the efficiency of the employees
- Significant reduction in training hours for a huge number of employees



CONCLUSION

RPA can help businesses in different industries achieve and maintain a competitive edge in the industry. Businesses can enjoy greater efficiency along with enhanced customer experience by leveraging the unique capabilities of the tools provided by the technology.

This technology has the potential to enhance the productivity of employees and reduce the operational costs significantly. Not only this but RPA software's has various uses for businesses and service providers of different scales. Affordable prices of these solutions are leading to an enormous increase in the demand for automation in the last five years.

TALK TO OUR AUTOMATION EXPERT TODAY



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