



CASE STUDY

ROBOTIC PROCESSING AUTOMATION SET TO DELIVER SIGNIFICANT SAVINGS



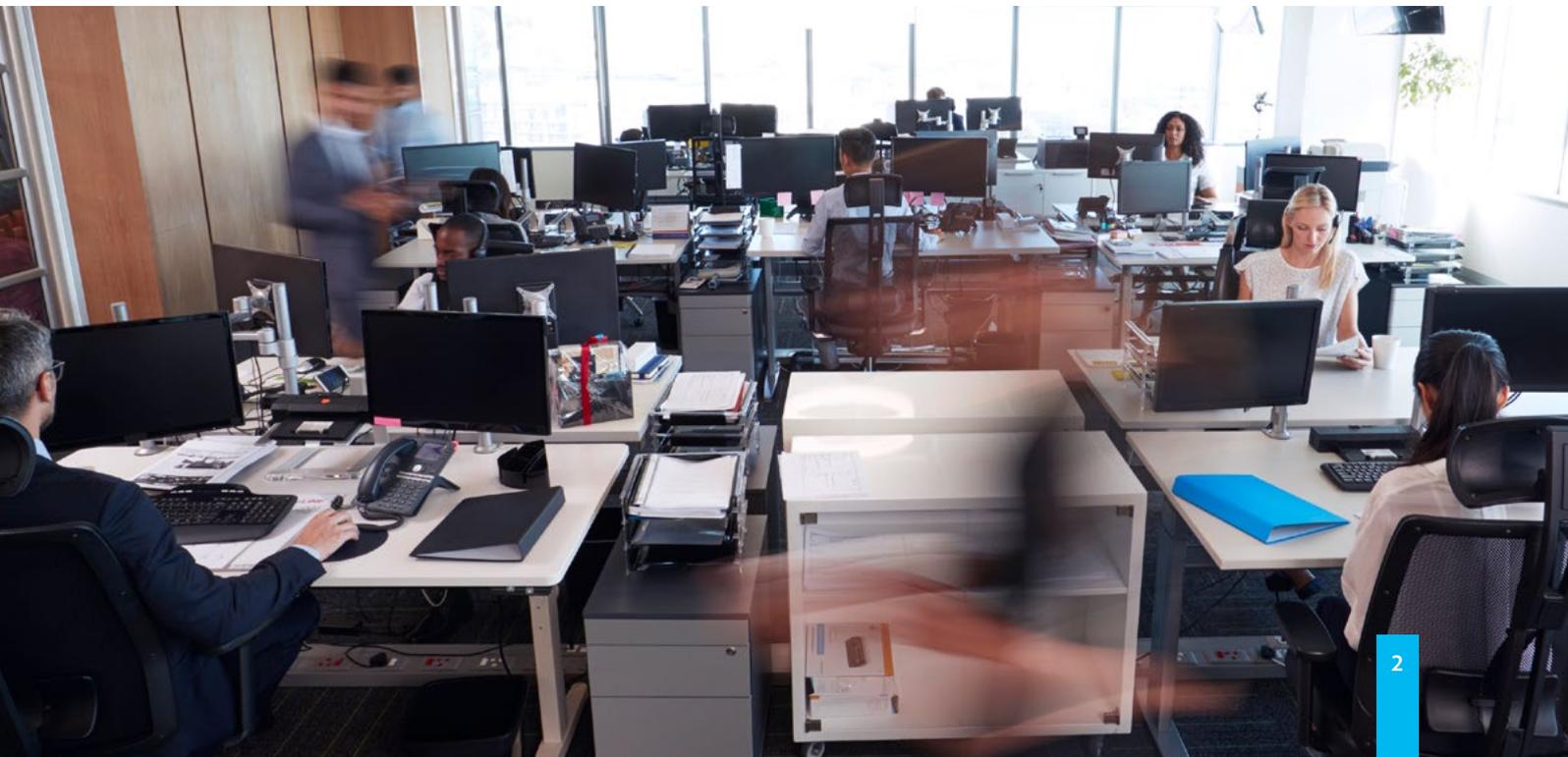
— THE CLIENT

As one of Australia's leading security companies, the business offers a range of services including security technology, manpower, emergency and medical, corporate risk and mobile patrols. With more than 20 years' experience, the business has grown to a team of more than 6,500 professionals and prides itself on delivering a safe and successful environment for customers. The business also has the backing of a parent company that has been operating in the Australian marketplace since the 1960s.



— THE CHALLENGE

With the surge in security demands in the post COVID-19 world, the business was encountering significant billing issues. While about 80% of invoicing occurred automatically, the remainder had to be inputted manually. This was to ensure their customers received a monthly invoice that was accurate and also combined data from multiple locations into a consolidated format. As data was extracted from two different invoicing systems, the process was manual and repetitive. Staff were also required to routinely validate information, fix formatting errors and regularly follow up missing information.



— OUR SOLUTION

Probe Digital recommended the introduction of Robotic Process Automation (RPA) to allow the client to generate custom consolidated invoices. Also known as software robotics, RPA uses automation technologies to mimic basic, repetitive tasks traditionally completed by humans such as extracting data, filling in forms and moving files.

The consultation process included:



A series of discovery workshops to identify challenges in the current system such as high processing times. Which was resulting in millions of dollars being held up in debtors' books at any one time and an increase in credit notes.



Delivery of a proof of concept to automate the creation of a consolidated invoice for one of the business's customers.



Development of a bot to show what could be achieved using RPA.

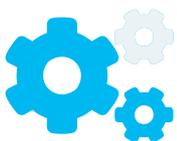
The development of the bot was an important step as it showcased the ability to:



Validate information proactively on a daily basis based on set business rules.



Create invoices at the end of the month without the need for re-work and re-issue.



Send auto follow-ups to relevant teams on a periodic basis regarding missing purchase orders needed to generate the invoice.



Create a dashboard to drive compliance throughout the team.

Following the success of the proof of concept, Probe Digital was engaged to perform a detailed assessment of the manual invoicing process for a large portion of the business's customer base.



— THE RESULT

The assessment identified seven primary automation opportunities across two teams. It was found that automation of these processes once fully implemented will result in:



Manual effort reduction, **saving about \$80,000 annually.**



80% reduction in bad debt/write-off due to rejected invoices, equivalent to \$100,000 to \$150,000 per year.



Proactive data validation in source systems to drive compliance and ensure accuracy during billing cycles.



Faster payment collection and cash flow improvements by driving process efficiency through automation and execution of steps during out-of-business hours and reducing days to invoice.

The client was also impressed by the speed and accuracy of the bot. While staff reported spending up to three days manually gathering the necessary information, the bot required a run time of only 110 seconds and fixed all formatting errors.

The success of the assessment reinforced the capacity for RPA to revolutionise traditional workplace practices and ensure increased efficiencies and reduced costs.



If you would like to learn how Probe can help identify automation opportunities in your business, contact Probe Group at <https://www.probegroup.com.au/contact-us>