

Robotic Process Automation (RPA)

BUSINESS CASE



Industry
Energy / Utility



Support SLA
Yes, 8/5 Weekdays 09:00 - 17:00



Project Time
Multiple project from Proof of Concept (POC)
until Delivery & Optimization



Project Team
1 Lead BA Consultant
1 Project Manager
2 RPA Developer's



Region
HU



Type of Project
RPA



About the project

Complete automation of the customer service department and its process with the existing SAP system using **Robotic Process Automation (RPA)** robots.

The project aims to increase accuracy and speed up the existing manual processes of the customer service representatives.

[▶ Play video](#)

The Business Challenge

The ever-increasing number of invoices and administrative tasks reached a stage where it was hard to be processed daily, due to the industry specific fluctuations across this segment.

Delivering customer service processes in larger quantities increased the number of errors (accuracy loss) and increased the direct expenditure for the department since maintaining strict SLA's increased the number of penalties.

The Business Solution

After a well-defined evaluation, those processes that were found worthy of automation processes were collected and optimized for a pilot project. The workflows were developed by the use UiPath platform and have the optimized processes have been tested in the SAP test environment before going into live operation.

As extra safety measures we have implemented an intelligent fault management and self-correcting algorithm and made the system suitable for live operation within the framework of UiPath's Orchestrator. The employees have been trained on the new processes for an even further optimized operation.

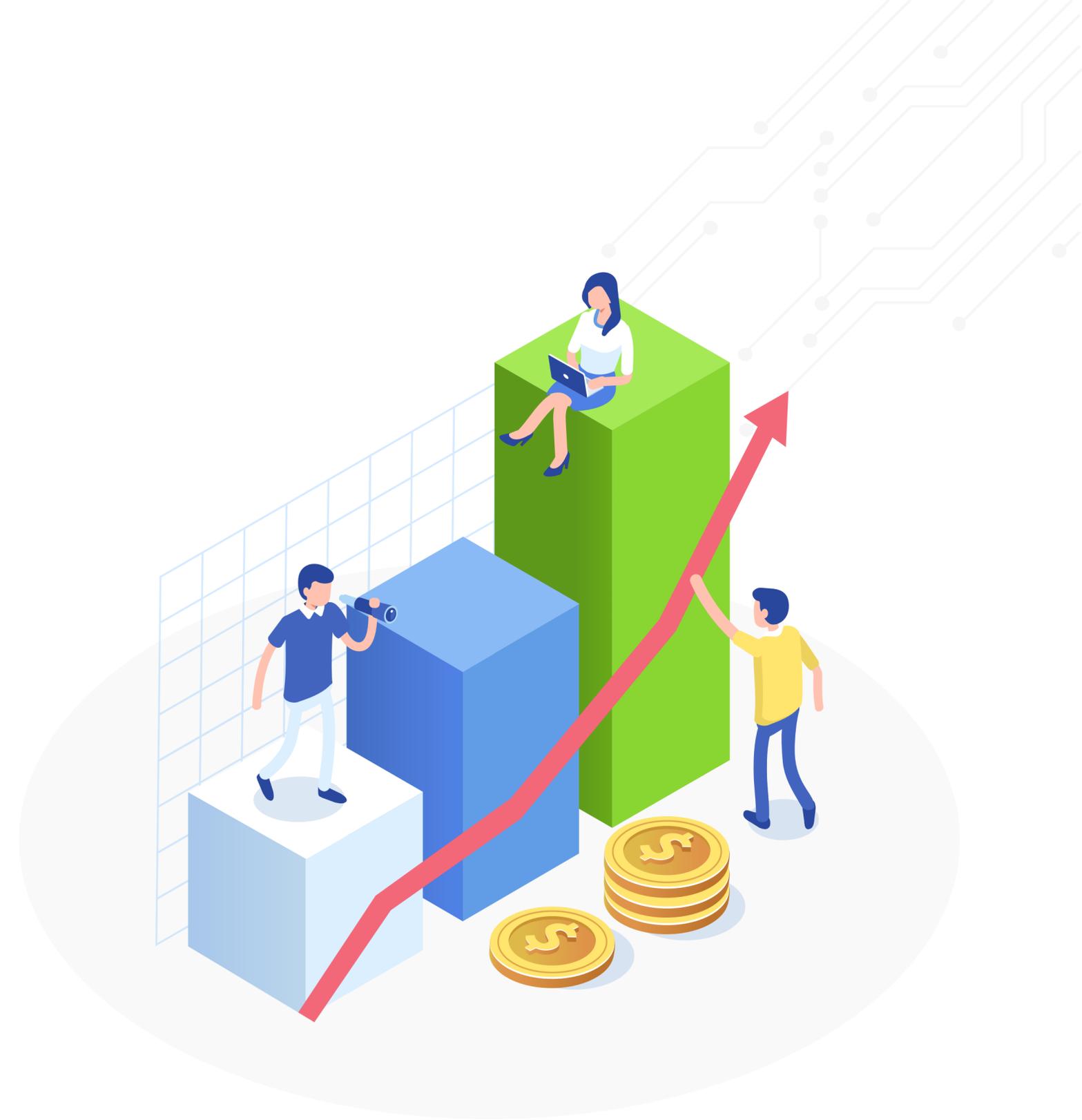
With the help of the client's IT specialists in the related field, we have created the infrastructures, that is necessary for the secure operation of automated robotic processes in a virtualized environment.

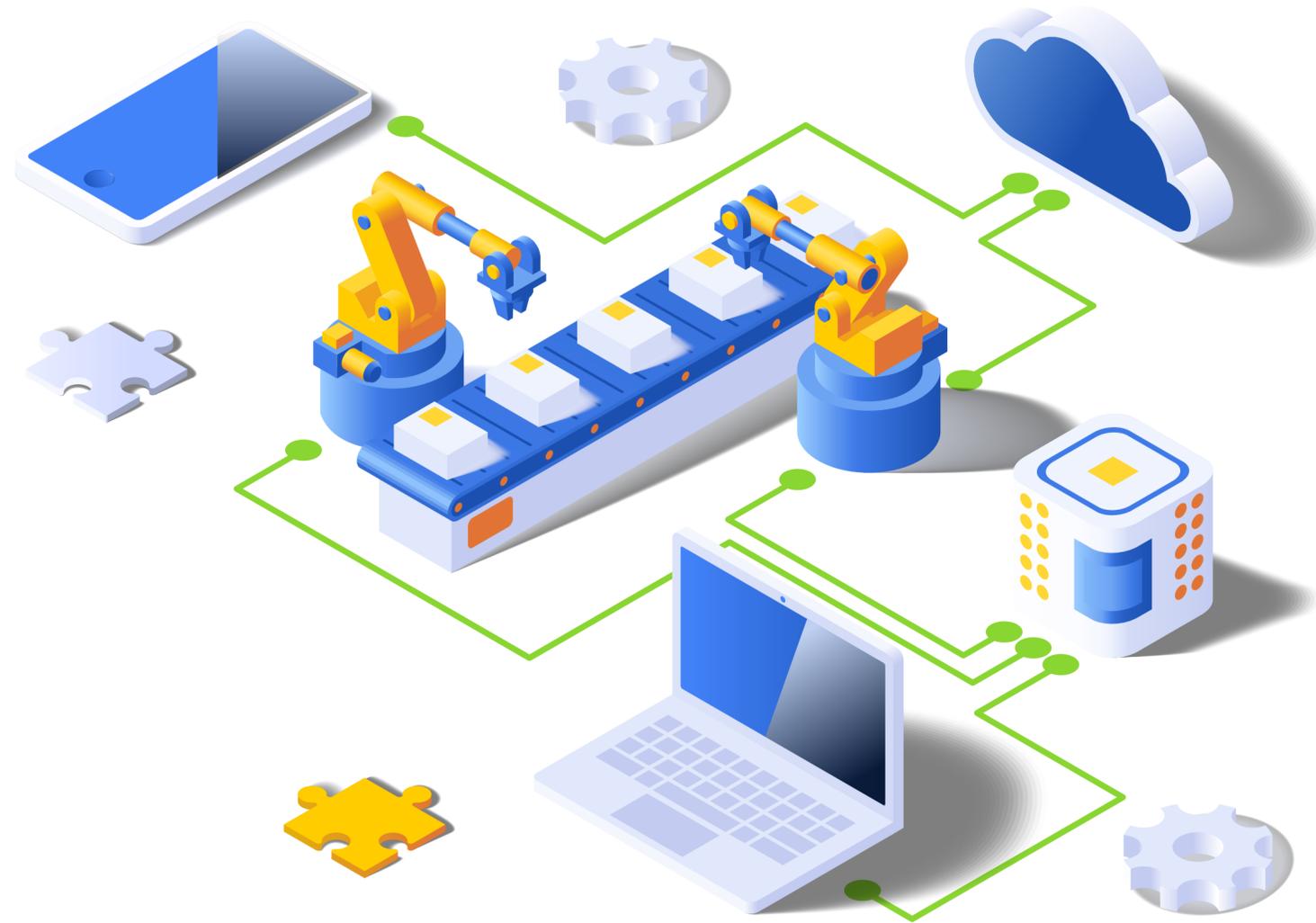


The Business Results

Within the first 4 months of live operation, our system completed over **45,000 unique transactions** with 100% accuracy across the 4 identified RPA processes within the customer service department. We **saved 625 days'** worth of FTE, therefore no additional employees had to be hired nor trained to complete the ever-highest number of requests.

The expected SLA requirement has been significantly exceeded: the SLA for automated cases were to be processed **within 15 business days**, however due to the optimized and automated processes within our RPA solution these were processed daily. Thus, the amount of the SLA penalties have been nullified and the human inaccuracy were reduced to 0.





Applied Technologies

Windows 10 Pro és Windows 2019 Server, MS SQL Express, MS Outlook, MS Word, SAP R3 ISU, DynFlow, UiPath unattended robot, UiPath Orchestrator BASIC



59%

OF FINANCE & ACCOUNTING LEADERS BELIEVE IN RPA WILL MAKE THEIR BUSINESS MORE COMPATITIVE OVER THE NEXT TWO YEARS

2019 Eonomist Survey "Advance of Automation"



Contact us!



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