

Improving Efficiency Using RPA for a Leading Integrated Communications Company

About the Client

The client is an American Fortune 500 integrated communications company that provides marketing and business communications, commercial printing, and related services. Its corporate headquarters are in Chicago, Illinois, United States.

At a Glance

INDUSTRY | Marketing & Business Communications
LOCATION | CHICAGO (IL)

USE CASE

The client had many business processing that required manual labour intensive repetitive steps. Automating them can save thousands of hours of work and cost associated with it. Additionally, it can free-up resources for more creative work that suites human workers.

CHALLENGE

- › Making automations capable of running unattended in truly autonomous manner, even in cloud.
- › Taking user credentials for different systems that are part of the processes.
- › Developing reliable automations for every known or unknown conditions.

Business Challenges

The client had many business processing that required manual labor intensive repetitive steps. Automating them can save thousands of hours of work and cost associated with it. With the help and hand holding of Royal Cyber, the client came up with a model to identify and prioritize business processes. The first few processes what were automated were,

- 1 Bulk document Comparison
- 2 Cashless intra-company fund transfers
- 3 Order Status Search
- 4 Proof of Delivery Tracking
- 5 Invoice and Cancellation Requests

Our Approach

After understanding and documenting the business use cases, we perform complexity and feasibility analysis to determine potential ROI through the automation, then we divide it into smaller easily doable segments, each such segment is represented by a story to be taken to Kanban board.

Automation Anywhere as RPA tool is then used to develop the automation based on the stories from the Kanban board.

Devise a strategy to prioritize processes



Understand & layout complexity factors



Calculate complexity level



Calculate Automation Potential



Map the process into quadrants



Prioritize processes



PDF Compare

+90% faster SLA

100% Accuracy Achieved

70% reduction in processing cost

Cashless IntraCo Transfers

+85% faster SLA

80% increase in ROI

20% decrease in incorrect entries

CONCLUSION

Robotic Process Automation is saving millions of dollars for the client. It is making the processing faster and much more efficient. Business teams are coming up with new processes for an evaluation of automation feasibility on a daily basis and the RPA team is building new bots to provide automation advantages.

Furthermore, the resources earlier busy in mundane and repetitive tasks can now focus on tasks that add more value to the organization and clients.

SOLUTION

- › Configuration for cloud and testing to be able to handle possible challenges.
- › Education security team about RPA bots and its security features.

About Royal Cyber:

Simplifying IT for Customers & Partners

Royal Cyber Inc. Headquartered in Naperville, IL is a leading software organization that provides services ranging from application development and deployment to training and consultancy. We commenced the operations in the year 2002 as a specialized Technology provider striding in as a software deployment service provider, assisting clients to meet the standards and demands of doing business in the rapidly changing marketplace. Today we stand tall as a **One Stop Shop** for all your IT needs.



55 Shuman Blvd, Suite 275, Naperville, IL 60563 USA. Tel: +1.630.355.6292

Email: info@royalcyber.com

www.royalcyber.com