

Robotics Process Automation



RPA & Center of Excellence Telecommunications Client

Challenges:

Our client had limited process automation capability and wanted to create a scalable digital workforce which would reduce costs and give hours back to the business. A proof of Concept needed to be carried out to prove the business case and allow for quick and robust scaling.

Approach:

Expleo, Trissential's parent company, deployed a team to meet our clients business challenges. Utilizing an RPA vendor platform, a Proof of Concept was completed proving the technology and initial business benefits. This led to a pilot phase which included automating a business-critical process, engaging fully with IT and Security and building a secure and scalable delivery model that would allow for sustained and quick growth.

Results:

- Order processing time reduced by 60% overall
- Initial cost savings: 3+ FTE in pilot
- Customer retention increased by 5% (annual)
- Less outbound calls needed due to decrease in exception handling