

## RPA Case Study Administration

## Business Challenges

- large number of employees and a broad mix of legacy and new applications.
- Handling over 15,000 calls a month, 4 minutes per incident were spent by the 1st line support team executing user administration tasks.
- Filtration of number of files to get required output
- The whole process is repetitive, manual, time consuming and painful
- Personal dependency issue

## **Our Solution**

 Virtual Workers implemented using custom automation bot in place of human agents – was able to complete tasks in less than 60 seconds

## **Process Automated**

 Custom automation bot solution automated the repetitive part of incident handling Platform and Technology Details



Business Benefits: 75% reduction in execution time hence the agents could be redeployed for move value added tasks