



**RPA of
Administration
process for a leading
manufacturing
company**

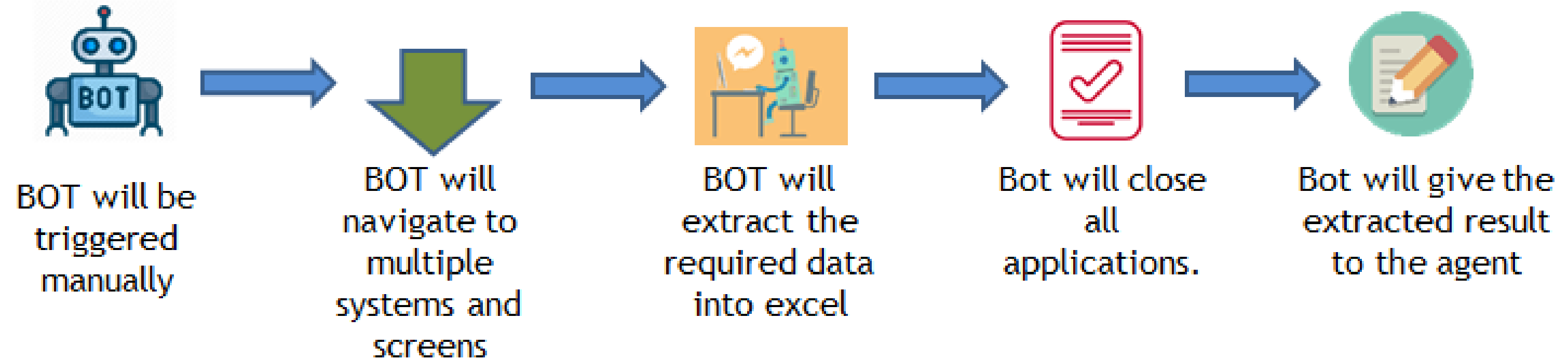
Business Challenges

A leading manufacturing customer who had a large number of employees and a broad mix of legacy and new applications. Handling over 15,000 calls a month, a significant amount of time was being spent by the 1st line support team executing user administration tasks. In fact, due to the complexity of the systems and processes, the average time for each such incident was almost 4 minutes, as the agent had to inefficiently navigate various systems to access, manipulate and update information, subsequently offering an inefficient service and poor customer experience.

Our Solution

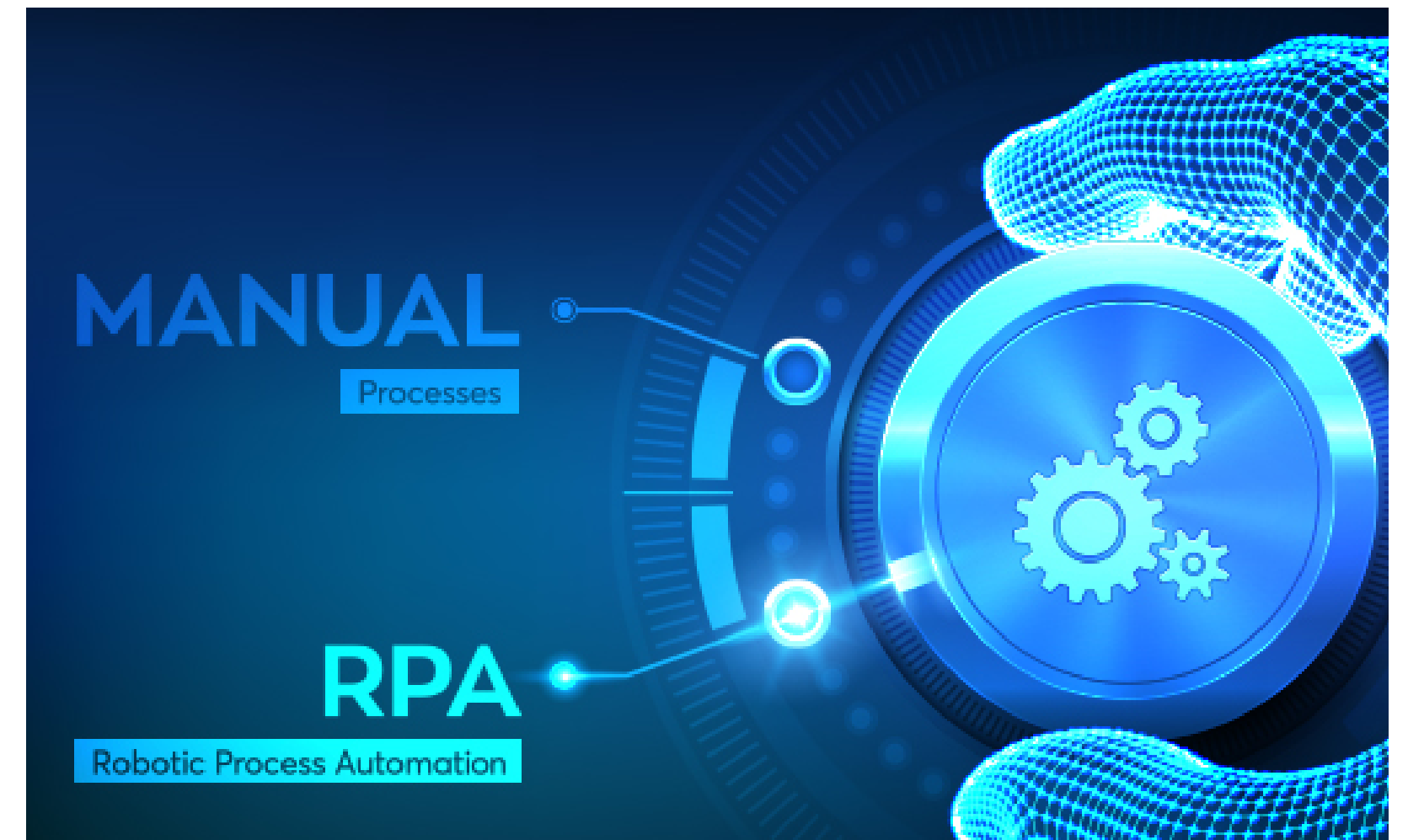
Delivered within 4 weeks, the automated solution – provided through Virtual Workers in place of human agents – was able to complete tasks in less than 60 seconds, that's an 75% reduction in execution time. Along with this improved customer service, the volume of support resource required has been significantly reduced and a number of support technicians have subsequently been redeployed, producing a tangible cost.

Process Flow



Business Benefits

- 75% time reduction in execution activities
- Automated process just required 60 sec/record
- Complete elimination of errors



Let's solve!



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