ROBOTEUR
BY SPACEPENCIL

EVERYTHING ELSE IS JUST NOISE

RPA use cases with Roboteur

Managing mails and checking for signatures

International Distribution INCUBATOR

Summary

ROBOTEUR
BY SPACEPENCIL

A large corporate company would receive mails with scanned signed documents attached in PDF format. The documents could not be digitally read as they were scanned in. Based on the name of the document a team of people would open the mail, check to see if the document was signed, and then move the different documents to the correct files for processing.

Some of the issues encountered were document orientation and signatures not in the right place. The companies requirement was additionally for a 24 hour turnaround on these documents.

The number of mails would range from 20 to 700+ a week with no consistent pattern. When the numbers where low people would sit waiting for work and when the numbers where high people would be working through the night and well into the weekend often missing the 24 hour turn around target.

The challenge

Identifying

Meet the 24 hour turn around, whilst limiting the idle time of the current staff and eliminating unnecessary over time.

Documents scanned in upside down or sideways needed to be properly handled.

Ensure there was some sort of signature present in the designated area.

The Secondary challenge was to setup a bot farm that could perform other functions whilst waiting for new mails to come in and as the load increased expand the bot work force into the mail management ensuring maximum bot utilization without any negative impact on the process or stated target times.

The differentiator

Accessible , fast and uncomplicated solution provision

- Roboteur was identified to provide an RPA solution. With its low-cost point and easy development, benefits are realised quickly
- Easy to use - With our drag and drop system you can do complex tasks with no coding required.
- Reusable development – You can reuse any of the modules that you build, or make use of the over 170 packaged commands
- Available 24/7/365, bots increase as the workload increase to meet the 24 hour turn around time.
- Anyone can do it – with a little training, one can start creating these automations at no extra cost
- Its non-intrusive – It uses the same systems you would or could use from your desktop, server or browser, so no need to make expensive changes to your hardware or applications.

The solution

Managing and measuring the process

- An RPA consultant met with the investigator to record and map the process.
- Next, the process characteristics were examined to test its suitability for RPA.
- A business case was created which had an anticipated ROI of 150%
- The RPA solution was developed without a single line of code being written.
- The automated process was demonstrated, and then run in parallel with the manual process for a month of testing.
- Once the process moved into production, monitoring and business case tracking started.

The results

Positive outcomes

- The average turnaround time was reduced to well within the 24 hour allocated time.
- 95% of idle time was reduce around the signature process.
- Idle bot time is used in several other processes, automating more than just he one process with no increase in the monthly bot cost by leveraging available process time on the first bot.
- The ROI for this process is over 300%.
- Overtime and weekend work has been reduced to zero.
- Down the line processes are not being held up by the signature process with the signature process often being prioritized ahead of subsequent processes.

Why Roboteur?

RPA is RPA

- Roboteur provides a cost-effective alternative to our competitors, making RPA accessible to all, including small to medium sized companies.
- We believe RPA should be Business led, with its simple drag & drop interface (and no programming) you don't need to be a developer to automate process.
- With its lower cost of entry, Roboteur extends the Organizational and Process scope. Those processes that were previously cost prohibitive, now have a great ROI.

ROBOTEUR
BY SPACEPENCIL

EVERYTHING ELSE IS JUST NOISE

Sound Interesting?

Why not contact one of our Resellers to see how RPA can help your business

www.spacpencil.co.uk

International Distribution INCUBATOR

Case study