



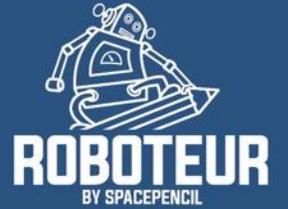
ROBOTEUR
BY SPACEPENCIL

EVERYTHING ELSE IS JUST NOISE

RPA use cases with Roboteur

Robotic Process Automation - IT Support

Summary



The Manual Process

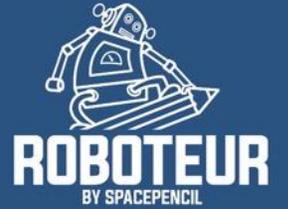
A large support company needed to ensure that all its back end I.T. process were running smoothly without wasting valuable technical time and resources.

The current process was for a junior engineer to go to all the individual systems, pull and collate the different reports, then email the reports to a senior engineer. The senior engineer would apply a set of rules to the reports and respond appropriately to differing criteria depending on the content and requirements of the received reports.

This was taking a senior and junior engineer a combined time usage of 3 to 4 hours each every day. The resultant reaction time was slow as the report was only mailed out after lunch each day.

Weekends and public holidays were just left to chance and checked the next working day. Leave, whether sick or annual leave, in turn had their own impacts on the efficiency of this manual system and IT service delivery to their customers both internally and externally

The challenge

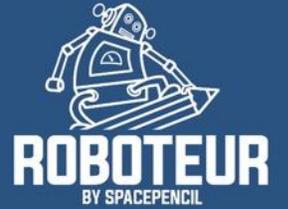


A better case scenario

Free up both the junior and senior engineer to be able to focus on other more value driven tasks and only react when the bot could not solve the problem. Ensure there was a 365 day a year reaction to all potential risks eliminating the risk of non-response to problems on week ends and public holidays.

A secondary challenge was to respond and fix the known issues then report the outcomes to the senior engineer before anybody else was aware of them. If the bot found anything unexpected in the report and was not able to respond appropriately an immediate red flag needed to be raised with the senior engineer.

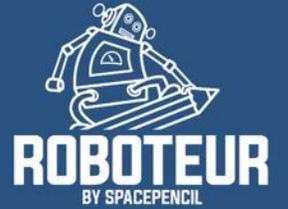
The Differential Option



Roboteur offers a solution

- Roboteur 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
- Schedule anytime – you can schedule to run out of hours when application, network or licence usage is at its lowest and have results available first thing in the morning.
- Anyone can do it – with a little training, one can start creating these automations at no extra cost
- It's 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.

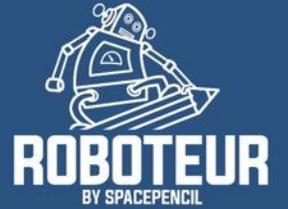
The solution



Defining the Case

- An RPA consultant met with the IT team 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 100%
- 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.

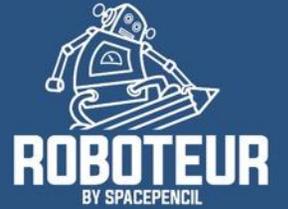
The results



Positive outcomes

- The process runs 24/7/365 fixing most of the issues before they become a problem, reporting to the senior engineer every morning upon arrival, only flagging exception issues it is not able to fix.
- The Robot completes the processes before anybody gets to work, 365 days a year, weekends and public holidays included.
- The automation has freed up time from one senior engineer and a junior engineer now applied in more profitable tasks resulting in positive contributions to the profit center.
- The ROI for this process is over 150% and only exception errors are attended to by an engineer.
- The process is designed to handle all common issues that became mundane work for the engineers
- Reports are automatically produced and emailed to process owners, giving greater control and visibility before the day starts and on public holidays and weekends ensuring risk is minimised whilst reliving strain on the engineers.
- Increased employee satisfaction as the mundane process is now automated.
- The freed time can be utilized in billable hours

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.

Sound familiar?

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

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