Robotics Process Automation IT Support

ROBOTEUR
BY SPACEPENCIL

EVERYTHING ELSE IS JUST NOISE

International
Distribution
INCUBATOR

Summary
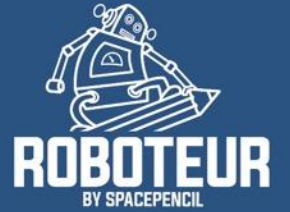
An ISP re-seller had a problem they where being inundated with quote requests leading to a large delay in the response to the client.

The client would send a request via the website, with Name address and the type of coverage required.

One of their service provides has a site that colours the type of coverage. 4G was light blue and 5G was dark blue. Based on the type of coverage available the cost differed and if there was no coverage it was grey. For every quote they needed to go into the site and check what was the coverage. Then they could open the quoting system full out the detail and reply to the client.

A time-consuming process to say the least and not to mention most requests came after hours. Leading to late nights and long days.
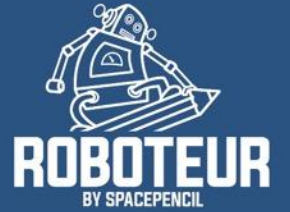
The challenge
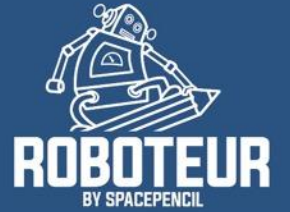
Open the site input the address supplied and read the type of coverage based on the colours on the page, get the price, full out the quote and send the response to the client in as short a time as possible, 24/7/365.

The difference

- 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

- 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
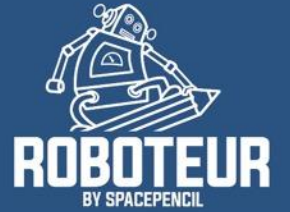
- An RPA consultant met with IT team to record and map the process.

- Next, the process characteristics were examined to test its suitability for RPA.

- A business case was created which had an anticipated ROI of 100% in over time.

- The RPA solution was developed without a single line of code being written.

- The automated process was demonstrated, and check against the manual process.

- Once the process moved into production, monitoring and business case tracking started.

The results
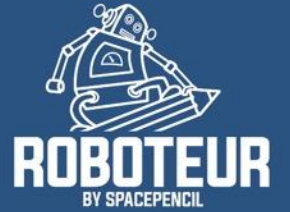
- The process runs 24/7/365 producing quotes in record time eliminating all back logs.

- The Robot completes the quotes as they come in, 24/7 365 days a year, weekends and public holidays included.

- Sales people are freed up to follow up one the quotes rather than spending hours preparing them.

- The expected ROI of 100% was hit.

- Increased employee satisfaction as the late nights have been eliminated.

- The freed time can be utilized to follow up with prospective clients giving personalised service.

Why Roboteur?
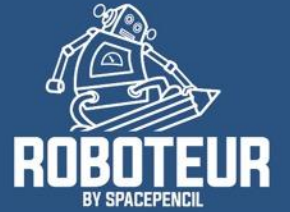
- Roboteur provides a cost-effective alternative to our competitors, making RPA accessible to all, including small to medium sized companies.

- 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, Avec extends the Organizational and Process scope. Those processes that were previously cost prohibitive, now have a great ROI.

Can you see a fit?

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

www.spacpencil.co.uk

Case study