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Robotic Process Automation (RPA) – Expanding Horizons within the Enterprise and Beyond

A series of practical business cases showing the application of Robotic Process Automation across multiple business functions and industries.

As the most experienced robotic automation innovator in the marketplace, with over 500,000 robots in production and 400 deployments across a diverse range industries, NICE is continually discovering new ways of leveraging Robotic Process Automation and Artificial Intelligence for sustainable business value and success.

Below, we take a look at some high return, real life business cases which illustrate the versatility of Robotic Process Automation from the back office to the front office to live customer facing solutions.

Robotic Process Automation Business Cases: Vertical Markets

Automatic Delivery Scheduling

Scenario 1: Process Automation Integration with IVR for Customer Satisfaction

Opportunity:

A global retail provider sourced an opportunity to enable their customers to automatically schedule deliveries for items purchased. A process which previously required human employees to call the customers and manually schedule the deliveries, is now fully automated without any human intervention. By simply calling in and selecting the relevant option on the Interactive Voice Response, software robots are automatically triggered to take all the actions necessary to get the customer's requested delivery placed into the delivery vendor's scheduling application. What's more, to end the process, a notification is sent to the customer confirming the delivery date and time.

Value:

Offering customers a fast and responsive self-service option on a 24/7 basis, increased efficiency and customer satisfaction scores at a dramatically lower cost.

Scenario 2: Process Automation with Human Intervention (to Handle a Process Error in Real-Time)

Opportunity:

A global Business to Consumer Company experienced customer dis-satisfaction with their IVR (Interactive Voice Response) solution. In scheduling a delivery however, there were occasional customer system failures when creating a new delivery item to the schedule. Instead of bringing the process automation to a complete halt, the system directed the error (in the form of an interactive pop-up screen) to an employee to resolve in real-time. The employee resolved the error by creating a new delivery item for the customer, which triggered the system to continue the process automation passing control back to the robot. The process automation then picked up where it left off (again without any human involvement) and completed the task by sending a notification to the customer confirming the delivery details.

Value:

By combining pure robotics and desktop automation, this organisation has enabled itself to manage process errors by seamlessly alerting employees to intervene in real-time. This has enabled process continuity of a fast and responsive 24/7 customer self-service option. As well as increased efficiency, the customer satisfaction scores continued to rise as a result of process continuity, even in the face of operational errors.

Combining Pure Robotics and Desktop Automation for More Complex Process Scenarios

NICE has the experience and expertise to seamlessly automate more complex process scenarios by combining pure robotics (process automation without human intervention) and desktop automation (process automation with human involvement). This powerful combination can enable greater process efficiencies. There is no need for a process automation to stop when an error occurs, instead, NICE Robotic Automation has the capabilities to seamlessly alert a human to intervene and resolve a process error or complication, in real-time. The process automation can then resume without any down time.

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Post Sale Services: Digital imaging and OCR within Document Processing

Opportunity:

A global provider of managed services found the manual processing of documents to be one of their most labour intensive, error prone and expensive administrative processes. By utilising advanced Optical Character Recognition (OCR) capabilities, NICE's Robotic Automation solution read and extracted information from a high volume of scanned documents. The NICE software robots then quickly and efficiently transferred the data to various enterprise applications including SAP, Oracle and salesforce.com as well as the customers own bespoke systems.

Value:

Average processing time was greatly improved and service consistency was achieved across thousands of document types and permutations. There was 100% compliance with processing accuracy leading to cost reductions, and greater employee satisfaction and engagement, as a result of being freed up from the mundane manual processing of documents.

Information Technology: Automated Testing

Opportunity:

A large Internet Services Provider implemented an innovative self-service mechanism for customers to run network testing immediately instead of waiting for human customer service. By simply selecting the relevant options from a series of digital self-service menus, Robotic Automation robots are automatically triggered to match the customer's inputs and authorisation details to the equipment profiles, in order to perform a network test in real-time.

Value:

By putting the power into the hands of the customer and futher enabled by robots, significant time savings were achieved for both the ISP and the customer. As well as delivering greater customer satisfaction the ISP was able to deliver additional services without the need to educate their employees in additional network testing scenarios.

Robotic Process Automation Business Cases: Enterprise Functions

HR: Automatic Registration of Employee Contracts

Opportunity:

A global organisation with 14,000 employees has utilised Robotic Process Automation to automatically register employee contracts into their HR system. What was previously a manually intensive and error prone process of copying data from a contract and pasting it into two different HR systems, has now been completely automated.

Value:

The results included greater processing speed, accuracy and efficiency enabling new employees to start work sooner as the HR systems were fully up to date more quickly.

Marketing: Delivery of Insights rather than Data

Opportunity:

This organisation applied robotic automation to obtain flawless analyses of competitive data for their marketing department. The software robots were utilised to match and analyse data from competitive web sites, resulting in accurately consolidated competitive analyses and reports.

Value:

Marketing staff were freed up from the time intensive and repetitive process of data capture and analysis, with the insights being delivered to them rather than the data. With immediate access to flawless competitive intelligence at their fingertips, their performance was accelerated through receiving better quality marketing material to be delivered to market more rapidly.

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IT: User Administration

Opportunity:

A global company's IT support desk was required to provide 24/7 1st tier service to over 4,200 employees. The process of deleting an employee from the company's systems previously involved an expensive IT resource manually logging into 8 different systems, taking more than 20 minutes to complete, with a small but significant failure rate. With NICE Robotic Automation, the user deletion process was fully automated, eliminating this task from the daily activities of the IT department, thereby protecting the company's data and systems with 100% compliance.

Value:

IT resources could be focused on value adding activity rather than what was seen as mundane work that often led to higher employee turnover. In addition the process handle time was dramatically reduced by 83% (from 20 min to 3.5 min) with 100% processing accuracy.

Summary

These varied business cases illustrate the infinite amount of opportunities available to organisations today to embrace Robotic Process Automation. The ROI is compelling and measurable, so why not take RPA for a test drive now?

To schedule a consultation to discuss your specific process candidates in more detail, or to arrange a POC, please contact us

About NICE

NICE (Nasdaq:NICE) is the worldwide leading provider of both cloud and on-premises enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 22,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions. www.nice.com.

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