



Customer Profile:

Managed Services for the Post-Sale Supply Chain

Website:

www.onprocess.com

Locations:

Massachusetts, Maine; Bulgaria; Costa Rica; India

Business Needs:

- Meeting complex SLAs
- Improved accuracy
- Shorter handle times
- Optimized agent services

NICE Solutions:

- Robotic Automation
- Desktop Automation

The Impact:

- 35% improvement in AHT
- Service consistency across thousands of invoicing permutations
- Reduced the error rate to nil
- Greater agent engagement
- Improved SLA adherence, governance and control

On The NICE Solution

"We turned to NICE for process automation because we simply can't afford mistakes."

- Sarah Hatfield, Vice President,
Product Management &
Client Solutions for OnProcess

About OnProcess

OnProcess provides managed services for the post-sale supply chain, specializing in complex, global service supply chain operations, including revenue enablement, triage and service fulfillment, reverse logistics, warranty and fraud management, transportation order management, and more. The company has been a pioneer in the development of comprehensive service supply chain optimization programs for clients in a range of business sectors.

OnProcess, with headquarters in Massachusetts, provides services in 23 languages from six global facilities, including in the United States, Costa Rica, India and Bulgaria. A total of 1,500 agents provide both back and front office services in six primary industries.

The Challenge

A significant aspect of OnProcess services is helping many of the world's leading organizations provide their customers optimized post-sales support, from service events through asset management. With these and other proactive services, the company handles about 30,000 outbound interactions for every 1,000 inbound.

OnProcess operates in a very intricate IT environment, as its agents must interface with multiple business operations systems for different types of managed services. Each client also generally has its own set of systems and management technologies, with which OnProcess integrates or from which it receives constant feeds, exponentially increasing the complexity of the services the company provides. OnProcess thus manages complicated data extractions, reformulates the data in a useful format for internal categorization and adding value, and then updates or responds to the client.

In addition, with over 70 clients across the globe, OnProcess must periodically adapt to changes made in client systems or business operations. The company's change management must therefore be fast and robust to remain in synch with its clients.

For invoicing services alone, OnProcess handles 50,000 client invoices per month. These invoices can come in up to a 1,000 different templates, with everything from highly sophisticated corporate databases to scanned invoice book pages. Furthermore, there are often different invoicing rules for different business sectors.

With the very high level of complexity involved, agent error or delays in manual processing pose a significant risk. A single error – be it a transposed numeral or a delivery missed by a half-hour – can translate into damaging losses for OnProcess clients. The challenge the company faced was increasing both accuracy and processing speed for invoicing, no matter how complicated the client demands or business environment.



The Solution

OnProcess made the strategic decision to increase efficiency and productivity by leveraging current process optimization technology as part of a broader digital transformation. The goals were to create greater operational agility, standardize best practices, reduce operational risk, and improve governance and control.

The first tasks to be automated were invoicing processes on behalf of OnProcess customers. As the company had been consistently growing, this was not intended to reduce headcount. Rather, OnProcess planned to increase the number of invoices processed by decreasing handle time through automation and freeing agents to handle more intellectually demanding tasks.

Due to the need for perfect accuracy in an extremely complex service environment, OnProcess was especially cautious about the automation system to be adopted. In evaluating about 25 vendors, the company looked for consistency no matter the process complexity, actual performance improvement, greater accuracy, and more invoicing throughput.

NICE's 15 years of experience providing the highest standards of security and scale in the largest process automation projects in the world indicated familiarity with service enterprise environments of every level of complexity. In addition, NICE Robotic Automation is designed for cross-application processes, as well as integration with any third-party or homegrown system. This comprehensiveness streamlines workflows and bridges gaps in existing solutions. The agility and flexibility of NICE Robotic Automation were critical for OnProcess, providing the tools to create discrete automations for various invoicing processes within client systems and OnProcess' proprietary environment.

After completing a POC, validating the NICE capabilities, OnProcess sought to automate 50% of its 50,000 invoices processed monthly. As the invoices used multiple templates and came from different business verticals, the various processing rules had to be embedded in the automation for uncompromising adherence.

Speed, Accuracy and Engaged Minds

Using the NICE Process Automation design tool, OnProcess and NICE together developed the automation protocols for complex multi-source invoicing. Agile development capabilities allowed for fine-tuned iterations of the solution and layer-to-layer builds, with OnProcess client needs determining what information must be captured for each invoice type.

As a result, NICE Robotic Automation automated the processing of invoices (sent as PDFs) from OnProcess clients, including the identification of about 30 unique data fields and inputting requisite information into the client's enterprise resource planning (ERP) system. This prevents routine processing mistakes, while NICE Robotic Automation also guides OnProcess agents when human input is still required (attended automation).

By simplifying invoicing workflows, NICE Robotic Automation frees agents to spend time on activities that provide higher value for OnProcess and in which their minds are more engaged. In addition, the error rate was reduced nearly to nil and average handle time per invoice was slashed by half (from 8 minutes to 4). As a result, OnProcess is able to consistently deliver SLA adherence for both speed and accuracy.

Take NICE Robotic Automation and Run With It

A unique feature of the NICE Robotic Automation solution is the capability to simultaneously support both unattended, fully robotic automation and agent-assisted (attended) desktop automation scenarios. OnProcess has deployed attended automation for 50 of its agents, but it is examining the possibility of quickly automating a wide variety of processes at other service desks.

OnProcess is looking forward to increasing throughput even more and eliminating human error from more of its services. As part of this effort, OnProcess intends to take the lead in using the NICE Automation Design tool and, with initial assistance from NICE support teams, become increasingly self-sufficient in providing its clients the fastest and most accurate service possible.

About NICE

NICE (Nasdaq: NICE) is the worldwide leading provider of both cloud and on-premise 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