Fighting COVID-19

Intelligent Automation Use Cases E-Book

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INTRO

As you strategize in response to the COVID-19 pandemic, we wanted to share with you how several industries are leveraging the power of **Robotic Process Automation (RPA),** to streamline time-sensitive, high-volume, manual activities to speed up response times to patients, customers, employees, and more.

This e-book includes a collection of specific COVID-19 related use cases from our partner **UiPath,** #1 RPA platform in the industry. These RPA use cases vary from patient-facing processes to more back office activities such as Accounts Payable or employee onboarding.

One of the many benefits of using RPA versus traditional IT implementations is that it's **a non-intrusive,** relatively **easy-to-deploy technology** that allows a robot to be up and running in a few days, or weeks, depending on complexity.

If you would like to discuss how RPA can be applied at your organization, you can schedule a free consultation here.

We hope you find these resources valuable and look forward to connecting!

Best,

The Auxis Team

INDEX

HEALTHCARE

RETAIL

MANUFACTURING & DISTRIBUTION

TRANSPORTATION

FINANCIAL SERVICES & INSURANCE

INDUSTRY AGNOSTIC

HEALTHCARE

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Accelerating COVID-19 Testing, While Reducing Wait Times

COVID-19 Challenge

The Centers for Disease Control (CDC) is approving organizations to become testing sites (labs, Walgreens, hospitals, etc.).

The demand at these facilities will be immense, and there will be long queues of people waiting to take tests. COVID-19 testing protocol requires a patient is looked up in the testing site's electronic medical records (EMRs) and added to the system if a new client. Then the patient's data and results must be stored, sent to the CDC, and reported back to the patient. This process can add to the total time patients are waiting in the queue to take their tests—leading to approx. **6-hour waiting lines.**

Solution

One of the largest hospitals in the U.S. set up and deployed an attended robot in 48 hours that takes patient data, checks if they are already a patient in the EMR via a Citrix environment, records the test results, and sends test results to the CDC.
While it takes a human 2-3 minutes to execute, the UiPath Robot executes in 14-16 seconds.

Benefits

Accelerate badly needed COVID-19 testing

Save 8-9 min. per patient—which adds up when thousands are processed

Keep critical workers working

Reduce hospital backlogs

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Drive-Through Testing Registration Automation

COVID-19 Challenge

Cleveland Clinic needed to make the COVID-19 drive-thru patient intake as easy as possible.

The goals were to:
- Eliminate human error
- Ease scaling efforts
- Create a standardized process for any caregiver
- Minimize human training

Solution

- UiPath implemented an attended **bot on 10 workstations.**
- Caregiver verifies patient information and "Walk-in" patient in Epic.
- Bot then triggers asking to the caregiver if they would like it to take from there. If yes, bot then navigates to form print page, identifies COVID Bracelet, inputs appropriate location information and prints.
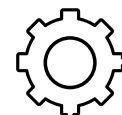
Benefits
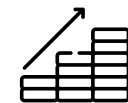
Increased cooperation by every involved/impacted group

Completion BEFORE they were overloaded and have a bottleneck

Standard process that is reliable and can **allow for increased staffing and coverage**

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Automated Test Result Reporting To CDC

COVID-19 Challenge

At COVID-19 testing sites, test results must be logged in different systems to report to infection control and the CDC (or regional equivalent). **Admin work takes nurses up to 50% of their time,** and this process is especially cumbersome. It was created in 2003 during H1N1 and requires clinicians to log into the lobotomy system (blood test system), extract disease codes, then VPN into a .NET data platform and manually enter results into that. In typical weeks, 1 nurse takes 2 hours a week to enter all this info in. However, in dealing with COVID-19, the test results must be reported daily—and not just on positive cases but on **every test, taking 2-3 hours per day.**

Solution

In about a week, UiPath helped automate this process for a Dublin Hospital. The team first used the UiPath Task Mining tool to document the 99-step process. They then automated each step from extracting disease codes to entering the data via VPN into the .NET platform. Now **every nurse has their own robot to help them,** so they can spend more time with patients.

Benefits

Saves 2-3 hours a day for clinician and makes data available in real time

Keep critical workers working

Improve employee experience

Accelerate operational efficiency

Fielding A Spike In Insurance Claims
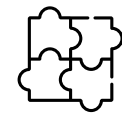
COVID-19 Challenge

Today, about **90% of insurance** companies do not have the ability to adjudicate the COVID-19 claims. Therefore, when a patient arrives for a COVID-19 test or treatment, about 90% of their claims are denied, and the patient is forced to pay for any blood test upfront—usually around $2,000. This problem ends up hitting insurance companies' contact centers which are dealing with a **high volume of calls.**

Solution

A publicly funded healthcare system in Europe is building an **audit robot to survey claims data.** This should help people to get a more immediate and clear view of their eligibility to access insurance money for their blood test.

Benefits

Handling claims more efficiently

Fewer calls relating to COVID-19 insurance claims

Maintain a high level of customer satisfaction and experience

Healthcare Provider Saves 138,000 Hours In Their RCM Business
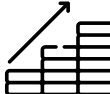
COVID-19 Challenge

Due to a poor BPO experience, the cash application process was taken back in-house and staffed to manage all Commercial and Medicare claim adjustments. Peak volumes often created a backlog forcing **2-3 hours of weekly overtime and weekend work.** Due to interoperability between the bank and EPIC, manual EDI extraction was required for a significant volume of cash adjustments.

Solution

In 6 weeks, the healthcare provider has redesigned the process to start with RPA. It uses EDI Activity to extract cash details, orchestrates robots to meet peak demand, deploys, and scales across 2 cash teams, resulting in real time adjustment of 98% of claims in EPIC. This has resulted in **3-day improvement in Days Sales Outsourcing (DSO) and 138,000 hours saved and redistributed to work Denials and Credits.**

Benefits

Improvement in DSO

Automate process to save time

Meet demand peaks

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Centralizing Data From Areas Impacted By COVID-19

COVID-19 Challenge

A global healthcare specialized agency is working around the clock to centralize and process updates about the pandemic from all over the globe. Information is coming in from **more than 50 countries and in 5 languages** and decisions must be made based on the accuracy of the data and at the right time.

Solution

With a filtering system set in place, the robots process information coming from the Middle East, Africa, and some of the GCC areas. **UiPath robots are used for data scraping from 5 different systems and centralize the information in one single source.**

Benefits

Reduce manual errors

Standardization

Faster results

Real time updates

Accelerated Healthcare Hiring

COVID-19 Challenge

A government agency has embarked on an ambitious recruitment drive in all areas of the health service due to the COVID-19 crisis. A national call to action has been sent out to all those with Health Service experience who may be available to work and more than 24,000 people have responded. Prior to being hired, all of them must first **complete a police vetting process, and the institution needs to confirm that they have never had their employment terminated** at any time in the past. Only after these two steps are taken can they move to the next.
The steps are done manually, which has resulted in a significant delay in getting potential candidates hired.
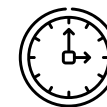
Solution

A bot-enabled solution **will ease both checking processes (police vetting and previous employment status).** Thus making it easier to validate candidates. The time taken for a bot to process a candidate is **10+ times faster than a human being.**

Benefits

Speed the hiring process

Free up the existing staff to focus on the next stages of the hiring processes

11

Enable Procurement To Manage The Influx Of Medical Supply Orders

COVID-19 Challenge

Supply chains for hospitals are buying an influx of medical supplies to meet the demand created by COVID19. **Volume is 10-20x their normal needs,** creating a strain on the procurement team, which is precluding the hospital from being able to purchase and properly inventory products.

Solution

A major hospital in Canada will use automation to **balance orders and inventory in real time,** thus avoiding backlogs and delays in delivering products to the correct hospital storeroom for critical use.
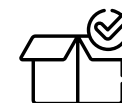
Benefits

Reduce purchasing backlog

Accurate inventory management

Properly stock necessary supplies

Resume Financial Processes Amid Reduced Workforce
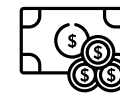
COVID-19 Challenge

60% of a large dental organization has been furloughed due to inactivity during the COVID-19 crisis. This has left mission critical processes now unmanaged. The dental organization's **claims process is manual and the personnel is no longer available to execute.** On top of that, Finance and Revenue Cycle Management has completely stopped, impacting cash flow.

Solution

The dental organization is starting to **use automation to keep their claims process and Revenue Cycle Management running.** With attended automation, they will take the details of a claim from a spreadsheet and check its status via a common exchange portal. The status will then be updated in the spreadsheet and used to track incoming payments, prioritizing larger pending claims.

Benefits

Prevent payment backlogs

Resume claim processing and cash flow

13

Maintain Speedy Communication With Concerned Customers

COVID-19 Challenge

This healthcare provider's contact centers and other communication channels are at the verge of breakdown due to the **high volume of incoming calls and inquiries from members concerned about COVID-19 symptoms.** Members are seeking care as well as basic healthcare information.

Solution

The provider is exploring how software automation can help them keep up with communication demands. **Automation can easily parse through data in multiple systems and collate emails to millions of customers/members.** Thus providing essential information such as eligible health benefits, nearest testing locations, and tips on staying healthy.

Benefits

Provide timely patient care

Deliver important volume of inquiries

Lessen pressure on call centers

Automation To Facilitate Authorization Of Employee Travel

COVID-19 Challenge

French companies must complete government mandated forms justifying why all employees who cannot work from home need to go/come to work or travel as part of work.

Companies are **struggling to complete forms in a timely manner** as each form requires up to 12 fields of data, a hand-written signature and a company stamp.

Employees found travelling without certified forms, face fines of 150 euros for first offense up to 1,500 euros for repeated offenses.

Solution

The solution takes an Excel file with employee data and fills in the government mandated forms r**educing time of task to 10 seconds per employee.** Companies can continue to hand sign and stamp forms (for legal reasons) or can also automate this process, further decreasing the time it takes to complete each form.

Benefits

Reduce manual labor and decrease workload

Speed up tasks

More authorized travelers on the road

Eliminate fines for travelers

15

RETAIL

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Processing Applicants For 100k New Delivery Positions

COVID-19 Challenge

Amid a surge in online orders due to the COVID-19 outbreak, one of the biggest online retailers in the U.S. needs to add 100k full-time and part-time positions for warehouse and delivery workers, to keep up with the sudden increase in online shopping and delivery.

To do this, **they need to process 800K to 1M job applicants**—a massive quantity—under significant time pressure.

Solution

The retailer purchased 10 unattended robots to help with the selection process workload. The robots first check if the applicant is a former employee. Then, check if the applicant is eligible for rehire. Finally, the robots start a **background check for eligible applicants.**

Benefits

Faster triage process for the applicants
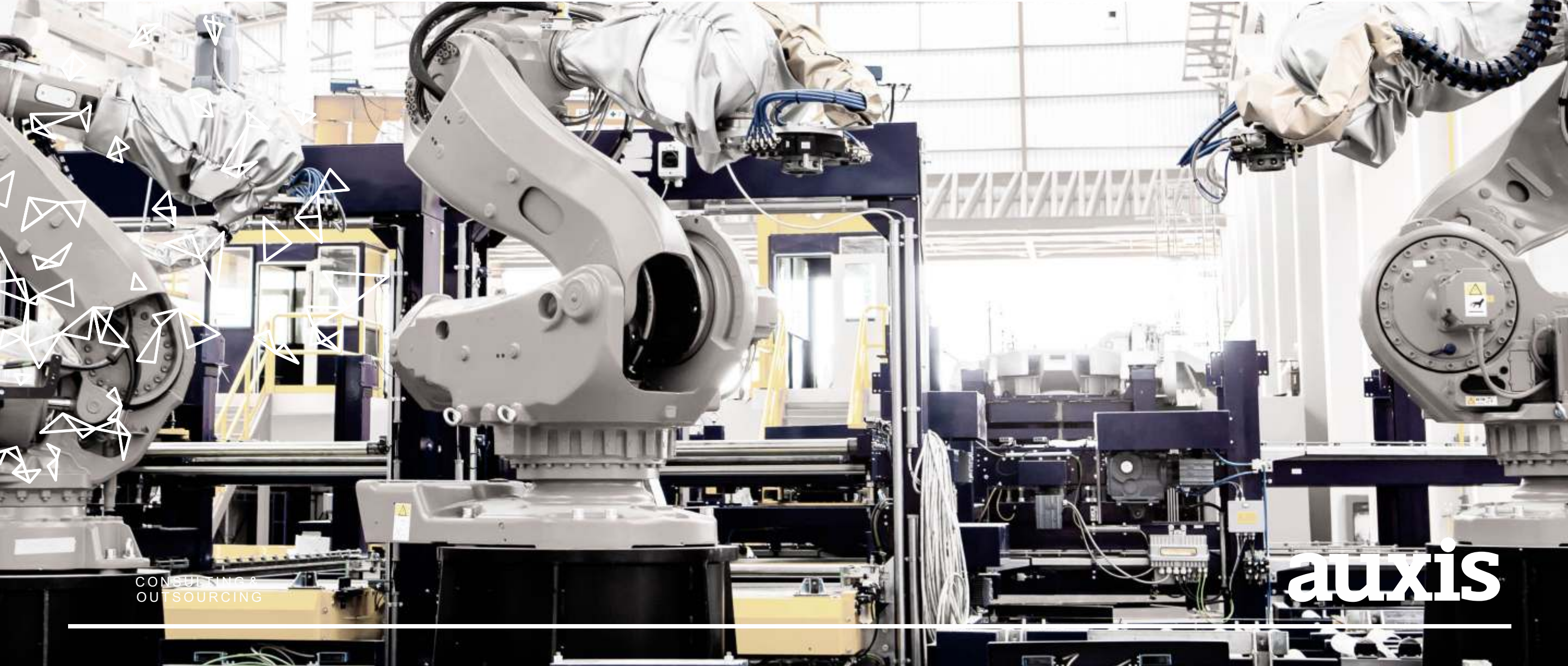
HR people focused on more strategic parts of the job

Increase workforce capacity

Maintain a high level of customer satisfaction and experience

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Processing A 10x Increase In Sanitizer Orders

COVID-19 Challenge

Due to COVID-19, a hygienic company has a **10x influx of orders for hand sanitizer.** Their team in China usually processes the orders in SAP but cannot keep up with the spike in demand—especially now that some of the team isn't available to work due to quarantines. The team needs to process **16,000 orders a day—up from 1,500—from 85 different product SKUs.** This currently takes 2-3 minutes per order. They have a 6-hour time-frame in which they need to process these orders, plus 1 hour to handle any exceptions.
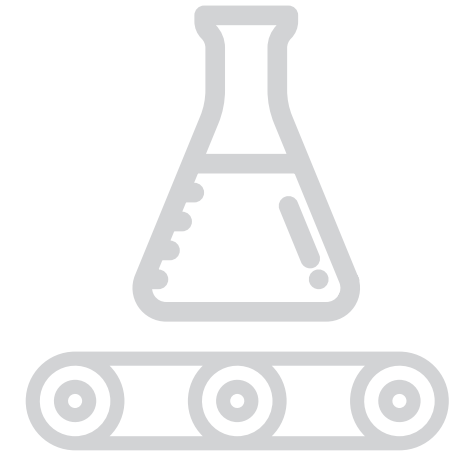
Solution

The team recently added **20 unattended robots to handle the volume,** and they might add more robots in the coming days to continue to meet a growing market need.

Benefits

Faster triage process for the applicants

HR people focused on more strategic parts of the job

Increase workforce capacity

Maintain a high level of customer satisfaction and experience

Speed To Market With A Viable Vaccine For COVID-19

COVID-19 Challenge

As R&D and testing cycles are accelerating due to unique circumstance, pharmaceutical companies need to **process testing data across systems and teams** faster and more frequently than ever before.

Solution

A leading contender for development of a COVID-19 vaccine is in discussions about **automating clinical testing data entry across systems and teams with RPA.**

Benefits

! Help accelerate mission critical work

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Improving Contact Center Efficiencies For A Hard-Hit Airline

COVID-19 Challenge

Due to the restricted travel caused by COVID-19, more and more people are canceling travel plans. Authorities are advising people to work remotely and keep to minimum social interactions and gatherings. A major airline has seen its business severely impacted, with a **massive number of requests for cancelations hitting its contact centers.** Requests need to be addressed as soon as possible, in an efficient and secure way, but the contact center staff is overwhelmed.
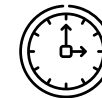
Solution

With reduced capacity at their contact center, the airline is using UiPath to **allow agents to pull data faster by using attended automations, UiPath Forms, and back-office automations.**

Benefits

Faster call triage process

Faster routing to appropriate agents and reduce average call handling time (AHT)

Improve customer experience

Maintain a high level of customer satisfaction and experience

Reduce operating costs

Process Opportunities When Few Are Flying

COVID-19 Challenge

COVID-19 has restricted people from travel between nations, across the globe, and in various countries people are asked to stay home with minimal social interactions or gathering. A major airline has **drastically decreased their flying capacity and number of flights to historical low records, which is hurting their bottom line.** In addition, the airline has taken some steep actions such as providing unpaid leave (but left benefits) for some of their employees worldwide.

Solution

The airline can **use attended and unattended automations within finance and accounting (F&A), supply chain, HR, and IT ops to ensure business continuity with fewer employees and improved process efficiency.** Identified process opportunities include crew scheduling, operations control, baggage handling, booking, billing and settlements, and network planning.

Benefits

Maintain a high level of customer satisfaction

Reduce operating costs

Operational efficiency

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Processing Trade Transactions In A Volatile Market

COVID-19 Challenge

COVID-19 has created market volatility and a **spike in trading transactions.** The S&P 500 has seen an average daily trade volume increase up to **600% over the previous month.**

Global markets have experienced a major spike in trading volumes as a result of the COVID-19 pandemic. For example, the S&P 500 has seen an average daily volume increase of around **300% over the prior month,** with some extreme volume days approaching upwards of a 600% increase in volume. This surge in trading volume has increased the burden on operations teams to support the trading activity of

Solution

A UiPath Financial Services client has been able to address the additional demand placed on their operations by **leveraging automations placed into production prior to the pandemic**. For those areas that have seen the greatest spike in activity—particularly trade allocations and reconciliations—additional robot capacity has been able to be deployed to ensure continued efficiency during spike periods.

Benefits

Maintain a high level of customer satisfaction

Increase capacity

Improve employee experience

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Call Volume Increase At A Travel Insurance Company

COVID-19 Challenge

A travel insurance agency's call center has been inundated with an unmanageable volume of requests. Some customers want to know if they are covered if they get the COVID-19 virus and others are looking to submit a claim.

The process for submitting a claim was long and tedious for customers, **requiring understanding their policy, manually updating forms, and speaking to an agent as an additional step.**

Solution

A web-based solution was quickly implemented for customers to **view policy information, make changes, submit claims, and speak to an agent in real time** if they require further assistance. Inputted information and changes are automatically extracted from their online engagements, updated with other data, and passed on to agent for resolution.

Benefits

Improved customer experience

Reduced call center wait times

Reduce steps in the process

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AP Automation Through UiPath & Ephesoft

COVID-19 Challenge

The Accounts Payable department had more than 25 employees dedicated to invoice processing, with a **monthly invoice volume of approximately 40,000.** This volume was expected to increase to over 70,000 invoices a month through a recent acquisition as well as due to COVID-19 rising demand of supplies. The current process was **very manual, labor-intensive and prone to errors,** facing the typical challenges associated with any AP processing organization with lack of automation as lost or missing invoices, slow invoice approval times, discrepancies and exceptions, high turnover, impacting productivity and quality among others.

Solution

As part of this analysis, Auxis performed a detailed breakdown of invoices by supplier, identifying the **top 120 vendors that represented 70% of the total invoice volume.** Auxis also identified that 90% of the invoices had a related PO, making the current invoice processing step even more time-consuming. With all of these insights available, Auxis designed and implemented a new, optimized AP process that included **UiPath RPA and Ephesoft Intelligent Data capture technologies.**
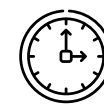
Watch Case Sudy Video ▶

Benefits

Achieve 66% touchless invoice processing, equivalent to freeing up over 2,300 human hours per month

Invoice backlog reduction from four days to less than 4 hours.

Increased visibility to the total outstanding liabilities.

Less dependency and turnover.

# Uipath Health Screening Bot Created For Any Company

COVID-19 Challenge

In the midst of COVID-19, employers need to keep tabs on their employees' health. Health screenings can **help keep track of employee health and well-being**. This is an important function of most customer so business continuity plans.

Solution

Over 3 days, the UiPath team created an **attended robot to help employers streamline the screening process by distributing a simple health survey** through popular channels (WeChat, Slack, etc.). The robot then aggregates the data into a report and distributes the report to HR for review. **See UiPath Health Screening Bot here.**
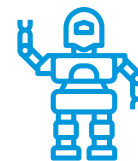
Benefits

Keep critical workers working

Reduce hospital backlogs

Improve efficiency

Setting Up Remote Working Stations

COVID-19 Challenge

COVID-19 has disrupted the way we work. Companies that **did not have an efficient process in place that allowed working remotely,** are now struggling to set one up. This impacts productivity, brings forth delays and puts more pressure on the employees that need to implement this change in an environment that limits mobility and resources.

Solution

UiPath robots were used to automate processes that allow the set up for working remotely. They facilitate an easier, error-free registration of the new equipment, they set up users for VPNs, and associate the employee ID with the registration number of the recently bought equipment.

Benefits

Faster set ups

Ease pressure on employees

Reduce manual errors

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Robots Ordering Kits To Enable Staff To Work From Home

COVID-19 Challenge

In the past few weeks, an insurance company has experienced a huge volume increase due to the COVID-19 situation. Especially in RSA ordering—which is necessary in order to be able to work from home. There were 2,800 transactions in January, 4,065 transactions in February and **11,925** transactions until March 19th.

Obviously when more and more people are working from home, the number of orders is exploding and it's something that they don't have the capacity to be able to do manually or the ability to do so quickly.

Solution

The insurance company created **7 robots to support massive Service Now transaction, Remote Access Services (RAS) and Enterprise Mobility Services (EMS).** Their teams can now serve their customers remotely.

Benefits

Ensure business continuity

Enable staff to work from home

Looking Forward To Serving You!

Eduardo Diquez
Intelligent Automation /RPA
Practice Director

Diego Pena
Sr. Director Client
Relationships

Tucker Sholtes
Intelligent Automation / RPA
Business Development Manager

Eric Liebross
Senior Managing Director,
Business Performance Optimization

Fabiana Corredor
Senior Marketing Manager

Angie Assennato
Digital Marketing Manager