2018

CASE
STUDIES

UiPath
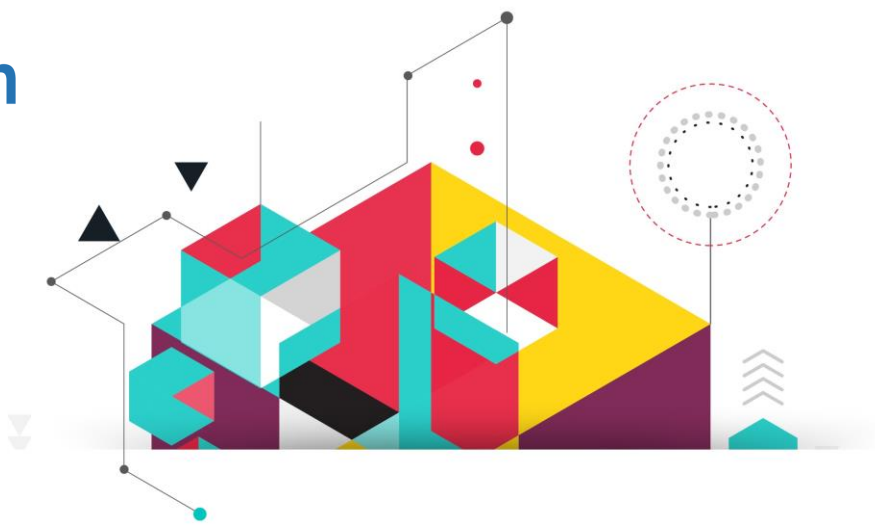
RPA AT WORK

FOCUS ON TELECOM

CLIENT: LARGE TELECOMMUNICATIONS & MEDIA COMPANY
PROCESS TO BE AUTOMATED: ORDER MANAGEMENT & CUSTOMER CARE – ORDER CREATION

THE CHALLENGE

In the order creation & service removal process, this client aimed to implement RPA to process the huge volume of transactional data involved. The client provided speed booster service as discount to all customers. AUD 20 was lost per customer per month for this discount. The specific challenge lay in the removal of speed booster service in order to reduce cost to the company.

UIPATH SOLUTION

UiPath was used to automate the order build process and service removal activity. Within 4 weeks, the UiPath Robot was built on the client's CRM system (Siebel), was tested and was deployed into production. The solution involved the generation of a daily operational report for discussion with stakeholders. A total of 4 ROBOTS were RUNNING 24/7 to process 480-600 ORDERS EVERYDAY.

CLIENT VALUE DELIVERED

The client managed to automate 90% of transactions, with the robots processing 25.000 ORDERS in the first four months, allowing the company to save 10 FTES.