

Scaling Business Operations with Tricentis RPA

A leading Australian telecom has a constantly expanding customer base and menu of service offerings. To meet increasing customer demands, they recently contracted an additional order fulfillment partner.

Initially, employees were manually distributing orders among

the multiple vendors according to dynamic business rules. With Tricentis RPA, they completely automated the order distribution process. In just 3 months, RPA saved them 3000 hours of manual work. Over a year, cost savings are estimated to reach \$288,540 AUD.

Background

One of Australia's top telecom service providers, servicing more than 20 million customers, was previously relying on a single vendor to process one of their core types of orders. To improve customer service while growing their customer base, the company contracted a second vendor to process the same type of orders alongside the original vendor.

Challenges

- Manual routing requires 3 minutes per order, which means that the peak daily load would require 25 hours of manual processing per day
- Additional time is required to ensure compliance to dynamic business rules and allocation percentages
- Orders must be reviewed, then sent to the appropriate Siebel HI CRM application queue within 2 hours—no matter what time of the day they are received

Solution

To ensure that orders were processed rapidly and efficiently, the BPO team decided to implement an automated order routing process with Tricentis RPA.

- Automation was rapidly implemented via the business-readable interface that Tricentis is known for
- One bot logs into the application, accesses the necessary data from the application's dashboard, determines how to route it, then delivers it to the appropriate system queue

- A process periodically searches for incoming orders, then triggers the bot to process any new orders detected
- Database validations are used to ensure that the current vendor allocations are satisfied, and to change allocations as the business needs evolve
- Resilient and robust automation powered by Tricentis' unique Model-Based Automation minimizes the maintenance effort for ongoing process changes

