SERVION

Crafting CX solutions

SUCCESS STORY | IT COMPANY

Leading US-based global IT company deepens RPA capabilities with Servion

Standardizing processes to drive consistency, accuracy, cost-effectiveness and speed

About the client

A US-based global information technology company that offers high-performance, security-centric solutions along with digital transformation, industry applications, and workplace services for most demanding businesses and governments in the world. By providing a wide range of customer experience applications and solutions through its cloud-native enterprise platform, the client supports 17 million service desk contacts and 3.5 million devices in 100+ countries

Requirement

In certain B2B integrations between its environment with various dispatch systems, the client faced some data retrieving challenges due to multiple factors like technology limitations and security concerns. The process became laborious, time-consuming, expensive, and error-prone. The client sought an auditable process that reduces data errors and streamlines the workflow while producing quality, seamless integrations with a more consistent and less costly outcome.

Solution

A strategic partner possessing enterprise-level RPA tools and implementation expertise,

Servion implemented a Robotic Process Automation (RPA) solution in an aggressive timeline that enables server-based robots to automate the entire processes, with both "attended" and "unattended" automation capabilities.

The solution, which combined world-class dispatch operations and Servion's engineering expertise, also included:

- Centralized robot management tool that monitors the health of the system and allocates robotic resources based on real-time needs.

- Third-party integration: Seamless integration of third-party workplace applications.

- Unattended automation: The swivel chair process has been reengineered to incorporate unattended robotic automation for handling most service desk integration data.

- Escalations: The exceptions, defined as missing or incorrect data, get escalated to a live engineer to process manually.

- Documentation: All escalations are documented and tracked to identify areas of improvement for the robotic workflow, data input standardization, escalation procedures, and process changes.

Business outcomes

Servion's implementation resulted in process re-engineering, data standardization, data accuracy, efficiency, and identification of areas for employee improvement. The key benefits include:

- 75% integration automation on the client's targeted accounts

- Optimized and faster processeswith cost and time efficiencies

- 100% protocol adherence with no risk of human and data integration errors

- Higher productivity and rapid scalability without the need to train additional employees.

- Seamlessly integration of third-party workplace applications