



CASE STUDY

ROBOTIC PROCESS AUTOMATION

Abstract

iOPEX is the new age technology partner for organizations looking to grow their business with our innovative, consistent and quality IT services. We enhance speed and quality of operations by bringing a balanced mix of process standardization, quality assurance and automation.

Rising costs in maintaining their offshore service centers, our client was on the look-out for an automation support partner, who understood their business and could help create bottom-line impact rapidly through automation. Through our engagement with the client, their cost savings have been significant, and their operational costs have reduced considerably to showcase a truly transformative engagement with iOPEX.



THE CLIENT

The client is one of the biggest telecommunications services provider in UK with operations in around 180 countries and 106,400 employees across globally.



THE CHALLENGE

The client faced rising costs from their service centre engaged in incident management support located in Italy. Some of the challenges faced by the client before engaging with iOPEX were:

- ▶ Rising costs in the Incident Management contact center based in Italy
- ▶ Large number of FTEs to manage existing processes
- ▶ Highly manual process leading to more errors, operating costs and SLA non-adherence

The client was on a process optimization program to leverage the RPA BP technology and deploy bots that covers 3 sub-processes in incident management, including Master Fault Ticket Management. They were also looking for a partner to participate in the discovery phase & project management from Solution Design to Implementation and automate maximum repetitive / rule based steps.



THE IOPEX SOLUTION

iOPEX conducted an extensive investigation exercise which included understanding and analysing the existing processes and came up with a delivery model that was appropriate for supporting the client's business requirements. Some of the services that we provided as part of this engagement:

- ▶ Created RPA sprint models for various processes and started with Process Definition Document (PDD) to capture all keystrokes
- ▶ Conducted workshops with stakeholders / process owners, brainstormed to convert the as-is into a to-be viable solution based process maps with every step of the process clearly captured / defined
- ▶ The resources were adequately deployed onsite and offshore & maintained in a balanced way to execute the project optimally

iOPEX's ability to analyse data, re-engineer processes and provide precise process insights to the client was the key success to this engagement.



ENGAGEMENT OUTCOME

The project was completed successfully and achieved the desired targets as per the defined timelines by following the rigorous iOPEX optimization framework. The RPA implementation helped realize 25% savings in operational cost and also reduced the FTE headcount by 10%.

With the success of this Tranche 1 – Project which includes 3 Sub Processes of Incident Management, next set of BOT's for Development & Deployment of "7 Sub Processes - Order Management, Collections & Claims Processes" was sanctioned and is currently in the planning phase.



Reduction in
FTE count



Savings in
Operational Costs

"Our RPA expertise and on-time project execution for this engagement has earned us credibility and appreciation from the client and have opened doors for new projects at other locations globally.



ABOUT IOPEX TECHNOLOGIES

iOPEX is a new-generation business services provider offering optimized IT management services. We are process innovators focused on extracting the best out of the investments you have already made. At iOPEX, we help you realize that golden ratio where your technology and business are in complete synergy, making your company greater than the sum of its parts. Founded in 2009, the demand for our specialized optimization services has helped us grow to over 1,200 employees in eight years.



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