

Case Study

***Robotics Process
Automation
Implementation***

*for an Australian Broadband
Provider led to a*

***40% cost reduction
in Fault Case Management***



Robotics Process Automation Implementation for an Australian Broadband Provider Led to a 40% Reduction in Cost of Fault Case Management



Industry
Telecom



Geography
Australia

Before Transformation

Background

The process to apply refunds on customer fault complaints was a manual, tedious and error prone activity



Proficiency & error reduction

Increase in number of errors due to complex & more number of steps to process



Process efficiency

Average processing time (APT) – 8 to 10 mins



Productivity

100% human interaction with an increase in average handling time (AHT)

Transformation Levers

Identified steps which could be automated

Application of Lean and optimized process

Design Thinking

Robotics Process Automation (RPA)

Impact Delivered

Deployed bots by dividing the entire process in 3 swim lengths

100% proficiency achieved with no errors

APT reduced by 60% for ease of calculation of customer refunds

Led to saving 40% with implementation of RPA solution

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