RPA AT WORK
FOCUS ON BPO

CLIENT: LEADING GLOBAL BPO PROVIDER
PROCESS TO BE AUTOMATED: BPO PROCESSES WITH FOCUS ON FINANCE & ACCOUNTING

OVERVIEW
Aiming to reduce operational costs and improve performance - without compromising customer data and application, this BPO provider integrated UiPath’s robotic technology platform to develop and roll out a global RPA solution.

UIPATH SOLUTION
In the first six months since the RPA solution was globally rolled out, about 150 processes for the BPO’s service delivery to external customers have been automated. Through the deployment of the solution, the human teams' repetitive work volumes have been reduced, the error rate has been lowered and the impact of workload peaks has also been lowered.

CLIENT VALUE DELIVERED

- 150 PROCESSES AUTOMATED
- 1.000.000 TRANSACTIONS DELIVERED
- 20 PERSON DAYS SAVED IN THE FIRST 3 WEEKS
- 30 PERSON DAYS SAVED IN 5 WEEKS