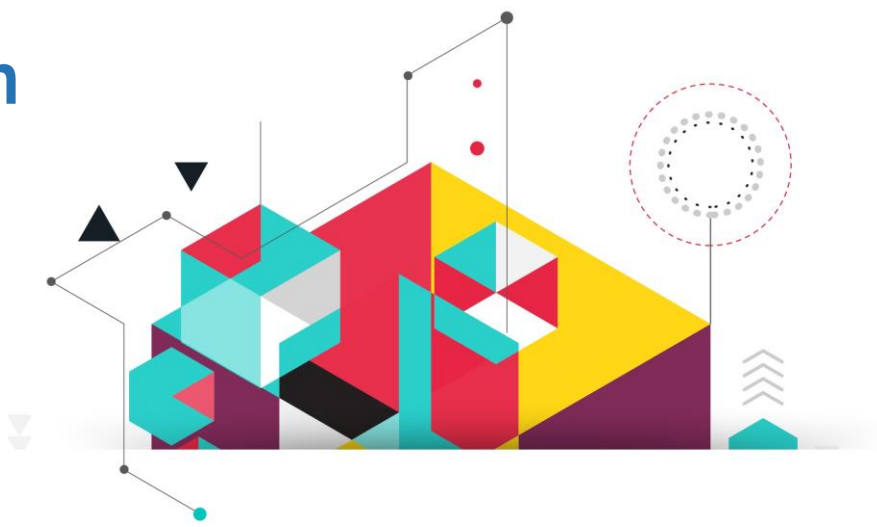


2022 | CASE
STUDIES





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**

 **20 PERSON DAYS SAVED IN THE FIRST 3 WEEKS**

 **1.000.000 TRANSACTIONS DELIVERED**

 **30 PERSON DAYS SAVED IN 5 WEEKS**

