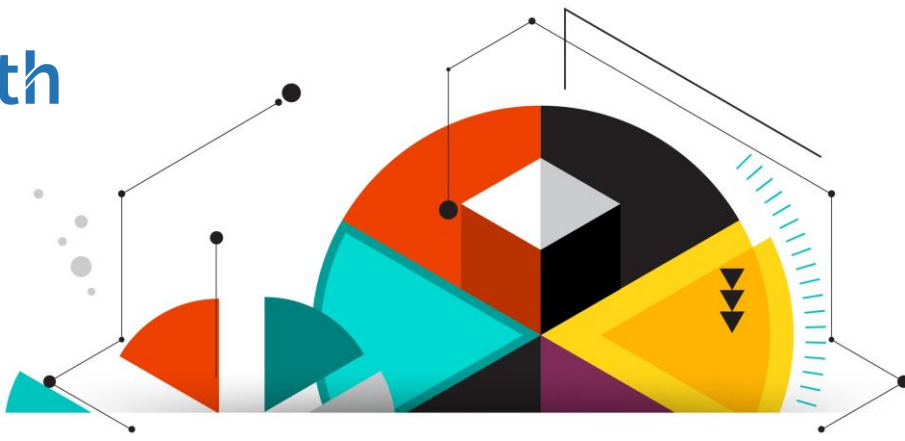


2022 | CASE  
STUDIES





## RPA AT WORK

### FOCUS ON HEALTHCARE

**CLIENT:** A LEADING US HEALTHCARE SERVICE PROVIDER  
**PROCESS TO BE AUTOMATED:** REPORTING & COMPLIANCE –  
OPERATIONAL QUALITY ASSURANCE

### THE CHALLENGE

Aiming to process customer requests within the agreed timelines and to reduce the time spent on extracting reports from web applications, this client had to overcome specific challenges tied to this process. Before automation, they had to manually export forty reports daily from Siebel application which provided details of open/closed cases that were used by associates to carry out daily operations. Being manually driven, the process was exposed to a high degree of human error, which was slowing down processing time and threatening operational quality.

### UIPATH SOLUTION

With UiPath, the company could automate the process previously done manually, assigning a UiPath Robot to download the reports from Siebel application on a daily basis, using easily defined rules, and triggering an email notification along with every successful completion.

### CLIENT VALUE DELIVERED

By automating the entire manual process, the company managed to completely eliminate human involvement, achieving an **ACCURACY RATE IN PROCESSING OF 100%** and **100% FTE SAVINGS**.

