

CASE STUDY: RPA Automation Drives Staffing Company Profits

“ Forget RPA, it should be called RPS for Robotic Process Savings. I am not a tech guy, and it all seemed too fantastic to be real. I am now a believer,” Staffing Company President.

CHALLENGE

A mid-size staffing company with over 200 contractors on assignment was spending approximately 600 hours a year approving timesheets, entering them manually, and finally updating this information into their payroll system. It was a two-fold problem—one being the manual work and the next a lack of accuracy. All it took was a misspelling or transposing of a number and someone didn't get paid correctly and was upset. This was a cause for concern as it can be a costly mistake in today's competitive environment where keeping contractors happy is critical for staying in business.

SOLUTION

ATC performed a workflow analysis of all the steps that are necessary for these processes. We then mapped out all of the processes visually to identify gaps and unnecessary steps within them. We met with the entire administrative team to design a “dream state” scenario that depicts an idyllic environment for RPA bots to fully automate. After the design was complete, we rebuilt, redesigned, and automated the processes the most robust and streamlined ways possible before digitizing the processes through RPA bots.

CLIENT VALUE DELIVERED

Our RPA implementation saved the company over \$150k in yearly revenue and added to their contractors' satisfaction by seeing errors reduced to zero. The administrative staff was freed up to do more high-touch activity with their contractor base by having more time for one-on-one discussions and the ability to be proactive instead of reacting to potential issues with their assignments. These changes alone have prevented contractors from ending early. A noticeable increase in our client's NPS score is another incentive that has them seeking out additional areas to implement RPA.