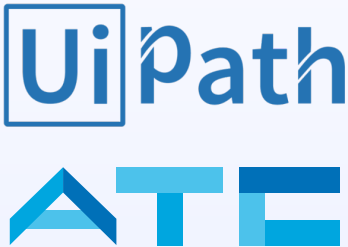
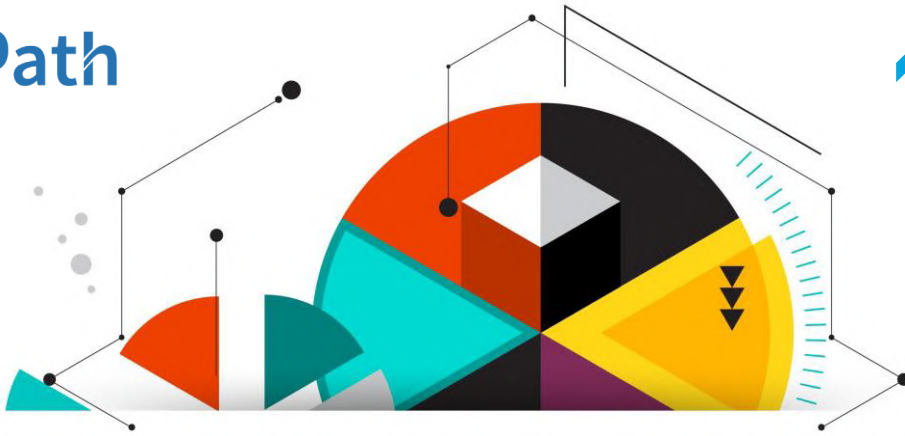


RPA AT WORK FOCUS ON HEALTHCARE





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.

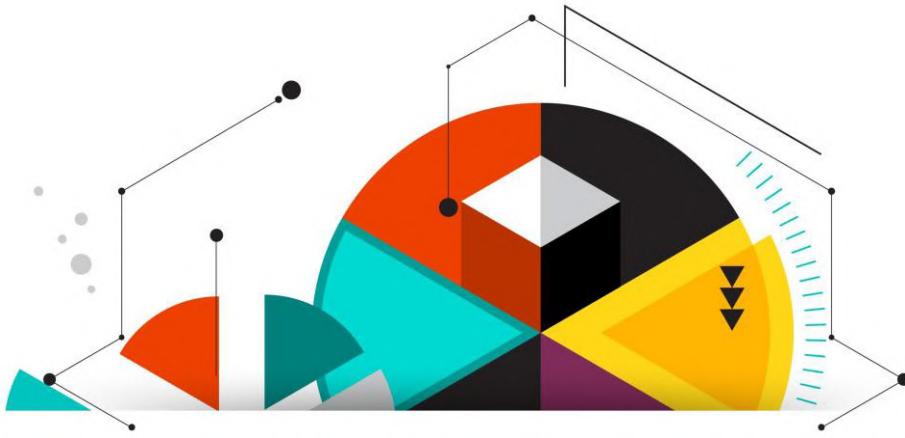
UIPATH SOLUTION

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**.





About ATC

Born in 2008 during the peak of the crash, the professionalism and forward-thinking of our passionate team has enabled us to grow into an organization well-equipped to lead, support, and optimize our client's IT initiatives.

Using a fully customized mix of onsite consulting, offshore resources, enterprise-grade tools and frameworks, and highly-talented staff placements, we help organizations like yours bridge key knowledge, technology, and process gaps to help you accelerate growth.

When you partner with ATC, we solve problems at every stage of your product development lifecycle, enabling you to focus on your core business while we manage the details of transforming your business and delivering success.

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