



AMDOSOFT/B4 TOP USE CASES

Altair Partner Alliance

A large Insurance company uses AmdoSoft/b4 to manage their personal injury legal cases

Challenge

- The legal team in charge of claim cases faces multiple challenges. There are a number of important processes that have to be precisely timed and monitored to avoid losing cases and getting penalized. The administration of the case files was time consuming and prone to human error. It involved manually checking case files for updates and relying on the claims department to inform the legal team for updates.

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The personal injury case procedure also requires an application for a Certificate which is a document issued by a Government Portal and shows the amount of recoverable benefit if any, which applies to an accident claim. The management of these certificates is a critical process that requires multiple certificate requests for each case, keeping track of the expiration date of the certificates, as well as informing the Government body when a case is closed.



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Solution

- The Robotic Process Automation solution utilizes multiple RPA bots that regularly log into the case management system and perform actions including:
 - Checking each case file for errors, updates and the certificate expiration date
 - Informing the responsible party in case important details are missing
 - Checking if the certificate form has already been registered or not
 - Checking each case file for Settlement/Closed status and informing third parties
 - Sending the form via email in case it has been registered
 - Producing monthly reports for management
 - Filling out form details

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Result

- The Robotic Process Automation solution automates and monitors the state of personal injury case files and achieves the following benefits:
 - Decreased workload of case handlers and time savings of over 840 hours/month
 - Safeguards the personal injury case journey
 - Increased speed at which certificates are received which in turn increases the speed at which cases can move forward
 - Eliminates the risk of missing and inaccurate information
 - Eliminates the risk of missing important dates
 - Streamlines the use of resources

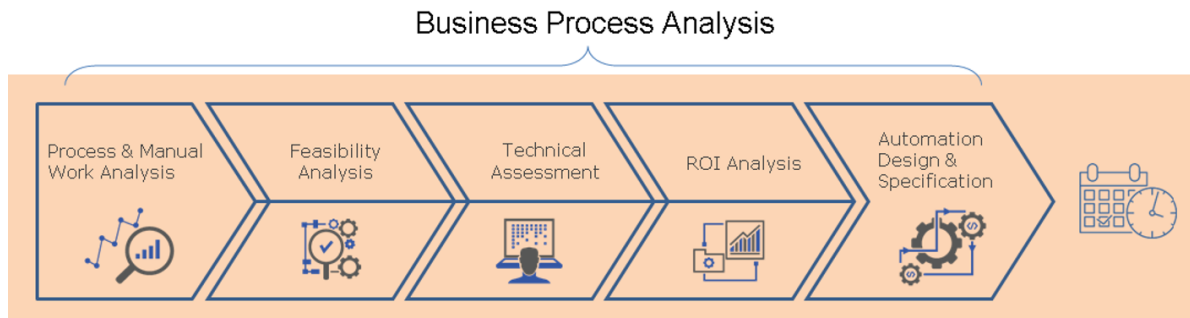


A building materials company trading in over 60 countries with over 100 factories employing some 13,500 people automates their Service Desk with AmdoSoft/b4

Challenge

- The service desk department is in charge of answering hundreds of enquiries every day coming from potential customers, suppliers and internal departments. From brochure requests to quotation and specification requests on any number of building parts design, this department manages these service requests across multiple applications.

Working on these request was a mundane and time-consuming activity. It involved manually responding to standard requests with the same information or forwarding the requests to other departments and waiting for their response. Furthermore, multiple systems had to be manually updated and certain enquiry details documented in their CRM system, which was not always completed due to time pressure and a lack of resources.



Following an internal review, the management decided that they wanted to improve their service desk SLA and put forward a target to respond to standard enquiries within 24 hours. They were looking for a system that would automate the majority of the workload and monitor the response time of the service desk.

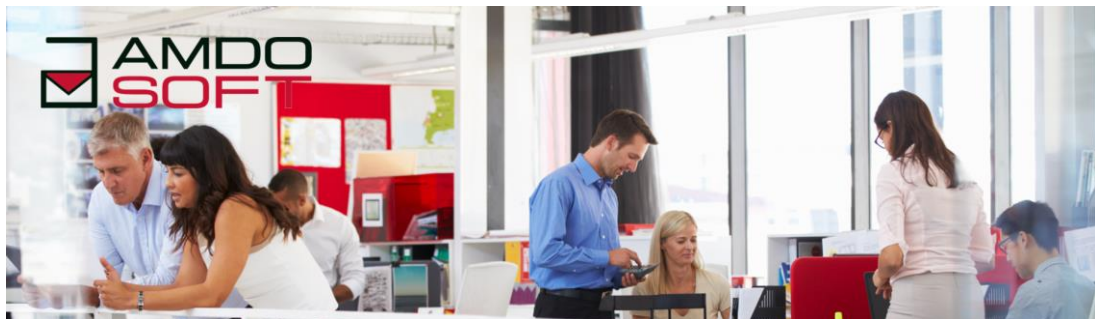
A building materials company trading in over 60 countries with over 100 factories employing some 13,500 people automates their Service Desk with AmdoSoft/b4

Solution

- The “Service Desk - Robotic Process Automation Protector” utilizes multiple b4 RPA bots that, on a 24/7 basis:
 - Respond to standard enquiries automatically
 - Monitor and track the teams main KPIs and compares these against the SLA
 - Track emails that come into the Service Desk inbox, track when these are answered and calculates the time it took to respond
 - Add important details of high value enquiries automatically into the Microsoft Dynamics CRM system
- Log into the Cisco application and extract statistics such as number of incoming and outgoing calls
- Alert the service desk if defined thresholds and rules are not met
- Pull relevant information together and prepares it for the service desk



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Result

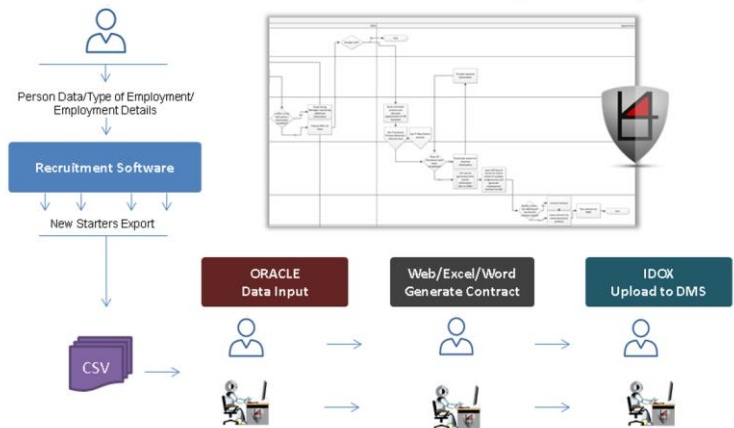
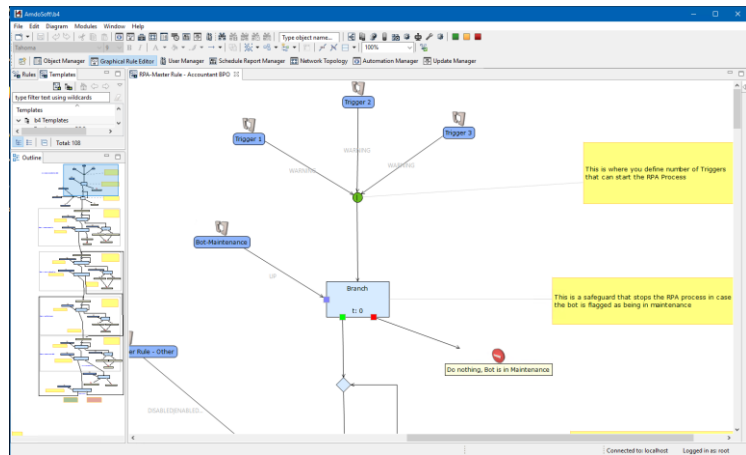
- The “Service Desk - Robotic Process Automation Protector” automates and safeguards processes within the Technical Service Desk and achieves the following benefits:
 - Saves over 30% in time
 - Provides quality control over the service delivery
 - Reduces manual workload of staff members within the technical service desk
 - Improves customer satisfaction by keeping track (and alerting) if SLA’s are not met
 - Reduces manual workload to gather data by over 50%
 - Improves speed and performance of the service

Automating the Staff On-boarding Process

Challenge

- The staff On-boarding process that Cantium fulfils for its customer, involves multiple different applications and a lengthy process that has to be completed without errors.

Once the details of an individual are added to a specialized recruitment software by external recruiters, these and further dependent details have to be added into their Oracle system. Based on a number of conditions a particular type of contract needs to be generated, which is then uploaded to a document management system.



This process was particularly mundane and repetitive for the HR department and took over 20 minutes per new starter. Furthermore, it was error prone which would have knock-on effects on other processes, not least a possible delay in the job start date.

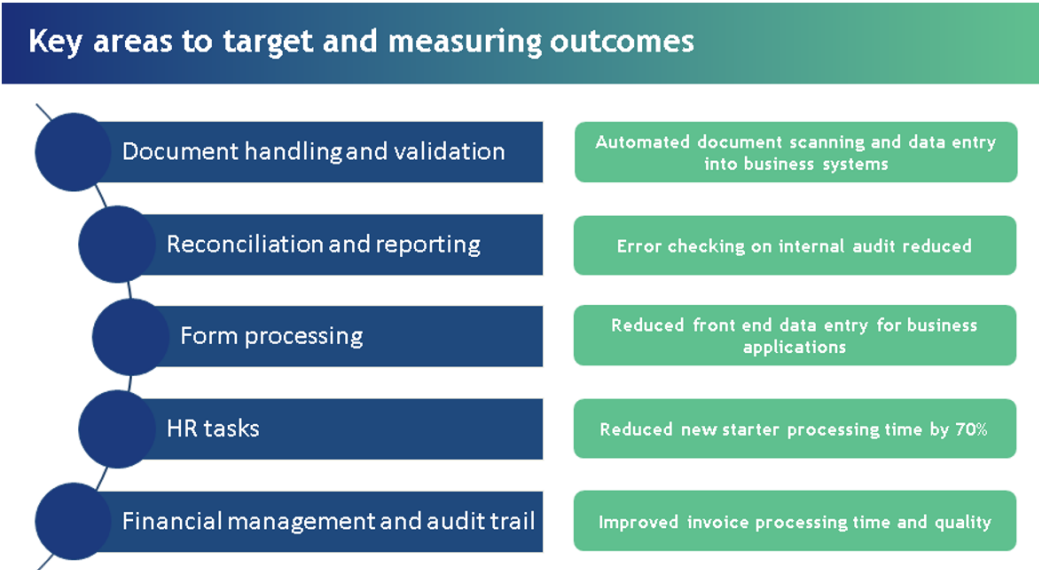
A further challenge was that while the HR department is busy with many other activities, the on-boarding process has a particularly high demand on certain days of the month, compromising their capacity during this period.

Automating the Staff On-boarding Process

Solution

- Together with AmdoSoft and b4, Cantium was able to fully automate this part of the On-boarding process as well as other On-boarding activities such as account creation.

The b4 Master Controller coordinates and monitors the transactional activities that the IT automation and the RPA bots perform.





Automating the Staff On-boarding Process

Result


- With the help of the b4 bots, Cantium is now able to complete this process in 3 minutes and has gained overall time savings of up to 70%, with data quality issues being all but eliminated.

Furthermore, the speed of on-boarding a new staff member has increased from 20 minutes to only 3 minutes.

Cantium's Platform 



ROBOTIC PROCESS AUTOMATION FROM START TO FINISH

<p>Robotic Process Automation (RPA)</p> <p>User interface automation that conducts repeatable business processes using software robots and existing applications</p>		<p>IT-Automation (ITPA)</p> <p>The monitoring of status changes for key ICT services to automate responses to keep the service optimised and available.</p>
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