Success Stories
A Digital Workforce for Every Enterprise
Across all industries, senior leaders are adopting a Digital Workforce to increase operational agility and drive digital transformation. The creativity of these pioneering executives is shaping the future of work and society.
Customer Success Stories

Blue Prism Cloud is proud to be helping organizations across the world, and the people they employ, do more and achieve more. Underpinned by the power of the Microsoft Azure Cloud, Software Robotics and Artificial Intelligence, Blue Prism Cloud's Digital Workforce provides organizations of all sizes with access to a pool of cloud-based intelligent digital workers that can perform the repetitive, time-intensive tasks that slow people down.

Our Digital Workers use existing business applications and tools in the same way employees do but operate flawlessly at machine speed, 24 hours a day, across any business function. Adding Blue Prism Cloud's Digital Workers to any team allows human employees to focus their time on high value activities instead of routine process execution: using their creativity, emotional intelligence and critical decision-making capabilities to improve customer experience, differentiate brands, and create new products and services. It also opens the door to introducing entirely new business models that are possible only through a combination of digital and human resources.

It is our pleasure to share with you some of the stories that show how Blue Prism Cloud's Digital Workers have helped companies across the globe to achieve more through Intelligent Automation (IA). From transforming deficits into profits, to speeding up patient treatment in the NHS, our Digital Workforce is constantly proving its transformative capabilities.

This booklet is a testament to these capabilities and we hope you will be able to draw inspiration from the stories it contains.

Terry Walby
Chief Executive Officer
Platform Functionality: The Blue Prism Cloud Digital Workforce has AI capabilities at its heart to enable a radical shift in workforce productivity.

We’ve built AI components into our Digital Workforce platform, which are intelligent and constantly evolving. As the platform continues to develop, the Digital Workforce can broaden it’s applicability to new areas within our clients.
The Digital Workforce
Digital Workers employ Artificial Intelligence and Robotic Process Automation to manage the execution of a wide range of processes.

Interact
The Interact interface is a customizable web portal, accessible from any computer or mobile device via a browser.

Hub
Powered by the intelligence data collected from IADA, Hub supports the operators and controllers of the platform.

Chat Bot
Chat enables end users to engage with the platform through using a Conversational User Interface (CUI).

IADA.ai®
IADA.ai® provides a set of continually evolving external capabilities which can then be consumed by the Digital Workforce.

iOCR
Intelligent Optical Character Recognition (iOCR) delivers the functionality of turning image-based inputs into machine searchable data.

SMS
SMS can be used to trigger and monitor work from within the platform — giving you freedom to start processes with a single text.

IADA Orchestrator
IADA Orchestrator acts as an intelligent virtual supervisor for the Digital Workforce, coordinating tasks based on business metrics.
Customer Profiles

From helping FTSE 100 organizations to small-to-medium enterprises, these stories highlight Intelligent Automation’s huge potential for driving value across industries.
Customer Profile | Hovis

Industry: FMCG | AI Tech: Interact

Who?
Hovis is a baking and flour milling business, delivering over 1.3 million loaves of bread every day throughout the UK and Ireland.

Why?
A lack of connectivity between Hovis' order processes and their EPOS system was causing significant time and cost efficiency issues.

Hovis employed a small call center team solely focused on processing telephone orders. After speaking to customers, they manually added order information to their EPOS System. This step left data vulnerable to inaccuracies and made for a long-winded order process.

First Process
Blue Prism Cloud worked with Hovis to create an Interact portal to allow Hovis’ customers to log into their account and process their own orders through an online form.

On completion, a Digital Worker is able to extract the relevant information and action the customer’s order.

The Outcome

- Hovis were able to make substantial cost savings
- Order processing speed and efficiency
- Human error eliminated from order process
- Hovis can now process orders 24/7

Key Themes
- Increased Productivity
- Customer Facing Process
- Improved Cost Efficiency

Human error eliminated from the order process
Why?

Hovis’ staff were tasked with the arduous process of New User Account creation. This process was conducted over the phone, where in employees had to manually record the details of each customer and then replicate those details within various Hovis applications and interfaces.

The Process

Blue Prism Cloud have set up a form based trigger that delivers a user request via email to a dedicated mailbox, monitored by Digital Workers regularly. Digital Workers read the emails using Natural Language Processing (NLP), then action requests.

The Digital worker creates accounts in Windows, Gmail, SAP and internal legacy Hovis applications. When this is complete a confirmation email is sent to requester to confirm user setup - usernames/passwords.

The Outcome

- Grown number of Digital Workers to 5 in under 12 months
- All requests now actioned within 30 mins to an hour
- Next phase: Reduction in third party services
- Automation across multiple applications

Key Themes

- Back Office Automation
- Reduced Outsourcing

All requests actioned within 30 minutes to an hour
Industry: FMCG | AI Tech: Interact & NLP

**Why?**
Hovis staff were spending hours manipulating data from incoming emails and adding it to their master data sheet. Accurate reporting was fundamental so as to ensure that the correct responses can be actioned and recorded, as at the time email was the central order processing channel.

**The Process**
Information is now passed to the Digital Workforce via a secure Robotic Mailbox. A Digital Worker periodically monitors this mailbox, picking up on actions within the emails and creating a master data record within Hovis’ internal applications. The process was broken down into 3 stages to allow time lapse for interfaces employing the orchestration layer’s work queue management. Once the Digital Worker has actioned all requests, a confirmation email is then sent to requester to confirm Master data setup; including key data collected during creation phase.

**The Outcome**
- Grown number of Digital Workers to 5 in under 12 months
- Order processing speed and efficiency increased
- Deliver first class master data maintenance
- Eliminated human error in master data creation

**Key Themes**
Increased Productivity
Improved Cost Efficiency
Eliminated Error

*Human error eliminated from the order process*
Why?
Hovis’ staff were tasked with the arduous process of New User Account creation. This process was conducted over the phone, where in employees had to manually record the details of each customer and then replicate those details within various Hovis applications and interfaces.

The Process
Blue Prism Cloud have set up a form based trigger that delivers a user request via email to a dedicated mailbox, monitored by Digital Workers regularly. Digital Workers read the emails using Natural Language Processing (NLP), then action requests.

The Digital worker creates accounts in Windows, Gmail, SAP and internal legacy Hovis applications. When this is complete a confirmation email is sent to requester to confirm user setup - usernames/passwords.

The Outcome
- Cost Benefit is 3:1 with headcount and saving efficiencies
- Staff have won back time to focus on value-adding tasks
- Next phase: Reduction in third party services
- Eliminated human error in master data creation

Key Themes
- Saved Money
- Productivity Increase
- Online Order Capture via Interact
- Eliminated Error

Industry: FMCG | AI Tech: Interact
Customer Profile | Government Regulatory Agency

Industry: Pharma | AI Tech: iOCR & Interact

Who?
A Government funded pharmaceutical company that regulate medicines, medical devices and blood components for transfusion in the UK.

Why?
A Government regulatory agency which employed many skilled workers to manage the complex and EU-aligned receive of new medicines.
Their data validation process required staff to work within various legacy systems to complete transactional tasks and identify submissions that were not EU compliant. This made for a time consuming and data intensive task that was sensitive to human error.

The Process
Using intelligent OCR, the Blue Prism Cloud Digital Workforce is able to ensure that submissions from EU member states meet prerequisite guidelines and flag to a human worker if they don’t. The Digital Worker is then able to work within the Government agency’s legacy system infrastructure to upload and process successful submissions.

The Outcome
- Regulated process that can be built into trend reports
- Processing time has been drastically reduced
- Employees are now able to perform value-added tasks
- Digitization of the submission process of pharma products

Key Themes
- Increased Productivity
- Processes
  - Regulating and validating Product compliance

Digitization of the product submission process
Industry: Accountancy | AI Tech: iOCR & Interact

**Who?**
A leading global accounting and advisory firm specializing in assurance, tax, transaction and advisory services.

**Why?**
Various applications used by the firms HR staff required laborious manual data input across multiple applications. A significant backlog had built up, meaning that individuals were not being off-boarded correctly or waiting long periods to gain permissions to applications.

**The Process**
The Digital Workforce was introduced to connect these islands of activity and create a fully automated end-to-end workflow.
The solution now takes information upfront via a simple secure web portal interface and initiates each activity sequentially or in parallel where possible.

### The Outcome
- **Savings of £200k per annum**
- **Processing time was reduced by 90%**
- **On and off boarding process standardized**
- **Human error reduced significantly**

### Key Themes
- Saved Money
- Productivity Increase
- Back Office Automation

Processing time reduced by 90%, yielding savings of £200k
Customer Profile | Global Energy Provider

Industry: Energy | AI Tech: iOCR & Interact

**Who?**
One of the UK’s largest energy providers and the largest producer of low-carbon electricity, producing around one-sixth of the nation’s electricity from its nuclear power stations, wind farms, coal and gas power stations and combined heat and power plants.

**Why?**
This energy provider embarked on a strategic initiative to reduce the company’s “cost to serve” figures. This plan was the catalyst for seeking technological innovation. Many thousands of the company’s employees were dedicating large portions of their time to servicing mundane billing and service requests that required them to work between various legacy applications. They recognized that by redirecting these employees to focus on value-adding tasks such as customer service, they could increase efficiency and customer satisfaction.

**The Process**
Blue Prism Cloud deployed the Digital Workforce to work between the energy provider’s legacy systems to action processes such as billing and service requests. iOCR is used within this to understand the context of the requests and therefore understand the appropriate action to follow.

**The Outcome**
- 20 Digital Workers delivering thousands of hours of work
- Expensive offshored resources used at peaks, reduced
- Employees have been able to perform value-added tasks
- Increase efficiency and customer satisfaction levels

**Key Themes**
- Increased efficiency and customer satisfaction
- Customer and billing services automated
- Processes
  - HR automation
  - Back office automation
Industry: Retail | AI Tech: iOCR

**Who?**
US Retailer owns and operates 2,400 stores in 50 states, Canada, and Puerto Rico and has over 200 franchise locations. Headquartered in Texas, this US retailer provides home furnishings and appliances rental service.

**Why?**
Despite operating in over 2,400 retail locations, this US retailer required each new contract to be sent to their Central HQ to be processed within their ERP. Store matching each contract was not part of the initial process and was thus done separately afterwards. The retailer was 9 months behind on payment matching when they began talks with Blue Prism Cloud.

**The Process**
The Blue Prism Cloud Digital Workforce was introduced to match the contracts to the correct retail site using OCR. Digital Workers now process 1,200 contracts daily across the organization's 2,400 sites.

**The Outcome**
- Digital Workers 10x efficiency of human workers
- US Retailer catching up with payment matching
- 1,200 contracts processed daily
- Human error reduced significantly and fully auditable process

**Key Themes**
- Record and contract consolidation in HR
- HR automation
- Back office automation

**Digital worker processing at 10x the speed of a human worker**
Customer Profile | US Payments Platform

Industry: Finance | AI Tech: iOCR, Interact & IADA.AI

Who?
A US payments platform that revolutionizes the way companies pay their bills by automating invoice and bill payment processing. They are automation experts and have been automating companies’ bill pay processes for more than 15 years to reduce costs, improve productivity and eliminate paper from their bill payment process.

Why?
The manual element of the US payment platform’s accounts payable process was restricting their growth and ability to innovate. Their core knowledge workers had to correlate data from Salesforce where “Cases” held the details for the necessary payments and the associated invoices. This was a time and resource consuming task. Traditional RPA was not able to cope with the wide variety of invoice structures which the payment platform organization dealt with.

The Process
The Blue Prism Cloud Digital Workforce, taught through governed learning, was deployed to process invoices with structure variations. iOCR was introduced at the front end to allow for Digital Workers to manage the entire process end-to-end.

The Outcome
- Digital workers process 4,500 payments every day
- Processing cost cut from $10 dollars to 89 cents per invoice
- Employees have been able to perform value-added tasks
- Digitization of accounts payable processing

Key Themes
Data management within payments
Processes
HR automation
Back office automation

Cost cut from $10 dollars to 89 cents per invoice
Who?
Cabot Credit Management is one of the largest credit management service providers in Europe and the market leader in the UK and Ireland. Cabot provides a range of credit management services across a broad client base that includes some of the largest credit providers in Europe.

Why?
A number of processes within Cabot’s payment processing, allocations and reconciliations function required manual intervention. This includes the movement and manipulation of large files and data, making their systems vulnerable to human error.

The Process
Blue Prism Cloud introduced the Digital Workforce to undertake these data intensive tasks on behalf of human workers. Working between various applications, the Virtual Workers execute data manipulation, cleansing and migration tasks.

The Outcome
- 18 month return on investment
- Employees have been able to perform value-added tasks
- End-to-end automation of the process
- Mitigated risk of human error

Key Themes
- Payment processing
- HR automation
- Back office automation

Return on investment within 18 months
Who?
One of the UK’s largest clothing and homeware retailers with a global directory and flagship stores in over 70 countries.

Why?
The British Retailer was experiencing a high turnover and attrition of staff every year. As part of this, their Human Resources department was constantly under-resourced, generating significant backlogs. To compound this issue, general store managers had the ability to hire staff locally, often failing to follow official protocol and therefore circumventing the established onboarding system. This resulted in an even heavier administration burden, as well as questions as to the legitimacy of individuals’ right to work.

The Process
Blue Prism Cloud were able to automate the employee on and offboarding processes. The use of iOCR has meant that a Digital Worker is able to analyze the employee’s documents, deciphering key information such as their right to work immediately.

The Outcome
- Produced annual saving on finance and HR process
- Standardized and reduced time on-boarding staff
- Alleviated heavy and mundane on-boarding process
- Increased on-boarding efficiency and cut risk

Key Themes
Joiners & Movers and Finance process

Processes
- HR automation
- Back office automation

Industry: Retail | AI Tech: OCR
Why?
This British retailer was struggling to identify fraudulent behaviours within their online purchasing systems against the onslaught of purchases they receive daily. Identifying fraud attempts is a long and arduous process and events can often go under the radar making human error prevalent.

The Process
Digital Workers monitor transaction patterns, flagging any that lie outside of what is considered normal or safe activity. They then put the account on hold and flag suspicious behavior to an employee. Beyond this, they also help with the fraud investigation process in the manipulation, ordering and analysis of data using OCR and NLP.

The Outcome
- Made significant savings through fraud prevention
- Fraud mitigation and identification by Digital Workers
- Eliminate the chance of human error
- Save employee time across departments

Key Themes
- Fraud and pattern recognition
- Processes
  - Back Office Automation

Industry: Retail | AI Tech: OCR & NLP
**Why?**
The British Retailer was experiencing a high turnover and attrition of staff every year. As part of this, their Human Resources department was constantly under-resourced, generating significant backlogs. To compound this issue, general store managers had the ability to hire staff locally, often failing to follow official protocol and therefore circumventing the established onboarding system. This resulted in an even heavier administration burden, as well as questions as to the legitimacy of individuals’ right to work.

**The Process**
Digital Workers work within the retailer’s internal systems reconciling the credit and returns to ensure that all returns are accounted for and that returns stock can be relocated to the correct destination; eg the warehouse, the store where the original item was purchased or another store. Digital Workers use iOCR to obtain which box has been ticked on a returns form and use Natural Language Processing to understand the customer’s request.

---

**The Outcome**
- Stock returned to its rightful destination quickly
- Risk of human error mitigated
- 7 Employees freed from tasks by 1 Digital Worker
- Returns processed efficiently and processed quickly

**Key Themes**
- Returns & Stock reconciliation
- Processes
  - Back Office Automation

7 Employees freed from returns process by 1 Digital Worker
Customer Profile | Global Insurer

Industry: Industry | OCR IADA.ai

Who?
This French multinational insurance firm is headquartered in Paris and engages in global insurance, investment management, and other financial services. The insurer provides insurance services to over 107 million customers.

Why?
This global insurer was receiving copious amounts of invoices and staff were struggling to cope with the workloads. Staff were operating within various applications to extract necessary invoicing data and commit it to their accounts payable process.
A central team was employed to translate the documents into US English. As a result, concerns arose regarding the accuracy of data that was re-keyed in the manual process.

The Process
Blue Prism Cloud identified that combining the IADA.ai inbuilt language translation tool and iOCR, the Digital Workforce would be able to complete this process end-to-end. The project began by initially trialling the inclusion of French, German and Spanish documents.

The Outcome
- Increased back office efficiency
- Process completed from end-to-end without interaction
- Use of Natural Language processing on documents
- Eliminated human error in process

Key Themes
- Language translation, finance and invoicing

Processes
- HR automation
- Back office automation
Industry: Business Services

Who?
Rentokil technicians provide specialist treatments for rising damp, penetrating damp, condensation, dry and wet rot, structural waterproofing and cavity wall ties.

Why?
Rentokil’s HR department were struggling to service their 40 key accounts and 1000’s of smaller accounts. With growth restricted to just 30% annually, Rentokil were unable to recruit more staff to deal with the elevated workloads. The pressure of high workloads strained their ability to meet expected service standards.

The Process
The Blue Prism Cloud Digital Workforce was employed to take control of Rentokil’s mundane and rules based processes. For example, Digital Workers are now used to perform credit checks, which means technician’s time can be freed up to perform more value added tasks and the company is less exposed to risk of servicing non-credit worthy clients.

The Outcome

- £350K per annum cost saved and return on investment
- Cost avoidance as the company doesn’t need additional staff
- Staff dedicated to higher value tasks
- Customer service improved

Key Themes
Front office automation
Customer service automation

£350K per annum cost saved by Digital Workers
Customer Profile | Retail Bank

Industry: Finance | AI Tech: OCR, IADA & NLP

**Who?**
Specialist lending and savings bank, and award-winning retail bank with a range of specialist mortgages, savings accounts and business finance solutions. They specialise in small and medium sized business loans, and finance everything from invoicing to business lettings.

**Why?**
This retail bank were experiencing a period of high-rate growth and were thus looking to link cross functional departments such as finance, HR, contact center, mortgage processing and asset finance to increase cost effectiveness and efficiency.

**The Process**
Blue Prism Cloud identified the retail bank’s “decision in principle” process as a key candidate for automation. The Digital Workforce was enrolled to work between various applications to provide end-to-end automation.

**The Outcome**
- Integration of departments and systems
- Virtual Workers proved to be 3x more efficient
- Employees have been able to perform value-added tasks
- Process automation running 24/7

**Key Themes**
- Cost effective and department integration
- Use of Natural Language Processing on documents

**Processes**
- HR automation
- Back office automation
Customer Profile | Healthcare Technology

Who?
A Healthcare technology organization that designs and develops mobile applications for the healthcare industry.

Why?
The Healthcare Technology organization, using Blue Prism Cloud’s platform have created an app called “Right Staff” that allows nursing staff to make themselves available for shifts hospital wide. Managers can then log into the app and select the staff member with the best experience to deal with their department. The organization had the mission to re-ignite the passion and desirability of being a professional in healthcare, and in doing this, co-developed a platform, accessed via smartphones, for hundreds of healthcare professionals and two leading UK NHS Trusts.

The Process
In order to scale the use of its platform, the healthcare technology organization needed Digital Workers to execute the final processing steps requires to complete a staff booking. The Blue Prism Cloud Digital Workforce underpins the functionality of the application, put simply, without the Digital Workforce the organization wouldn’t have a viable product.

The Outcome
- 47% increase in engagement through application
- 13% reduction in unfilled shifts
- Enable staff to connect with each other
- Digitization of healthcare staffing

Key Themes
- Back office automation
- HR automation

47% increase in application engagement
Industry: Public Sector Healthcare | AI Tech: OCR

Who?

Why?
ESNEFT’s referral process was laborious and required staff to work between various legacy systems, printing up to 15 documents, rescanning all and condensing into a single document and then uploading into the clinical system: with 2000 referrals coming through every week.

The Process
Digital Workers have been deployed to actively monitor incoming eRS referrals from GP patient appointments. On receipt of a referral, the Digital Worker extracts the reason for referral data and supporting clinical information and merges the information into a single PDF document. Once the data has been combined into a singular format the Virtual Worker is able to update all hospital systems instantaneously and extract critical information, which it passes on to the lead consultant for review and grading.

The Outcome
- 220k savings across the organization
- Released 500+ hours of staff time
- Process reduced from 25 to 5 mins per referral
- 24/7 monitoring of referrals

Key Themes
- Back office automation
- HR automation
- Frontline healthcare automation

Processes
- GP Referrals
- Multi department automation

Released 500+ hours of staff time and £200k saving
Why?
Wasted or missed appointments account for thousands of misspent time and resources within the NHS. ESNEFT estimate that the cost of an outpatient appointment is £160; money that is simply lost if the patient does not turn up.

The Process
All patients at the trust are sent a text message in advance of their appointments, which gives the option to quickly cancel via text. If informed of a cancellation, the digital worker searches multiple systems and notifies the patient contact center that the slot is now open. This free appointment can now be reallocated to another patient immediately and will save the hospital millions, while speeding up the rate patients can be seen.

The Outcome
- In first week, saved Trust £48k
- Predicted to give back over 15,000 appointments
- Increased job satisfaction for staff
- Avoid the waste of £2.1 million worth of appointments

Key Themes
- Back office automation
- Frontline healthcare automation

Processes
- DNA (Did not attend) process

Saved over £48k in the first week of release
Customer Profile | Whiltshire Council

Industry: Public Sector Local Government

Who?
Whiltshire Council provides over 350 services to their 680,137 residents. These services range from Public Health to Leisure Activities and are geared toward creating a safe and fulfilling environment in which to live and work.

Why?
Whiltshire Council were looking for ways to enable their constituents to interact with them more seamlessly. In doing so, Whiltshire sought to ensure they were delivering the best possible customer service and that constituents’ queries are resolved as quickly as possible.

The Process
Digital Workers; or Virtual Assistants as named by Wiltshire; work between the council’s various back office applications to replicate data. Herein, they transfer data from one application to another when it is updated. This ensures that constituents’ notes are up to date throughout the council’s directory, aiming to reduce call times and the labour intensity associated with manually updating this information.

The Outcome
- Reduced call and labor intensity
- 10 FTE worth of staff time released
- Increased job satisfaction for staff
- Already looking for more automation opportunities

Key Themes
- Back office automation
- HR automation

Processes
- System Integration

10 FTE’s time released from tasks by Digital Workers
Industry: Healthcare | AI Tech: Self-Serve

Who?
This Metropolitan Borough Council services over 230,000 residents from social care to schools and benefits to waste collection.

Why?
This council are taking an automation-first approach to increasing citizen engagement throughout their housing department. The desire to implement an innovative solution that not only helps to achieve their short-term goals within the housing department but also their long-term goals throughout the council as a whole was the deciding factor in choosing the Blue Prism CLoud Digital Workforce to take forward.

The Process
Blue Prism Cloud are soon to deploy 5 Digital Workers to work within the Council’s Customer Contact Center, automating revenue and benefits, and housing back-office functions initially.

The Outcome
- Building an automation first approach
- Freed staff for more value added tasks
- Helping with customer contact center
- Connecting different departments together

Key Themes
- Back office automation
- Revenue and Benefits
- Housing Functions

Processes
A few different processes

An automation first approach to engagement
Who?
As the 4th largest Local Authority in Wales, this council manages an area of 107 square miles and a population of over 180,000 constituents. Herein, they provide all public services from adult social care to libraries.

Why?
As an organization that delivers over 600 different services across various departments, the back office and human resource function of the council was highly convoluted; often hindering the council’s ability to take a singular view on any particular citizen and therefore creating drawn out and repetitive engagements within customer service.

The Process
Setting out with a view that citizens should only have to “Tell Us Once”, Digital Workers are set to work within the Council’s internal systems in order to achieve a single citizen view. This is made possible through a Digital Worker copying all information into a central database that can be accessed by their customer service team who immediately have a full view of the citizens’ previous history with the council.

Industry: Public Sector Government

The Outcome
- Planned £40 million saving over 4 years with automation
- Time saved on staff re-keying information
- Improvement in citizen services
- System integration across organization

Key Themes
Internal systems
Back office

Processes
System Integration

View of citizen only having to “Tell us once”
Industry: Financial Services

Who?
TransUnion is a leading global risk and information solutions provider to businesses and consumers. The company provides consumer reports, risk scores, analytical services and decisioning capabilities to businesses.

Why?
TransUnion were looking to establish new delivery models that support organizational goals. In the customer operations function, leadership sought to refine quality of execution and minimize error rates. Like many other businesses embarking on a major change to operations, TransUnion faced the challenges of knowing its processes spanned several disparate systems and being aware that access to skilled in-house technology resources would be limited.

The Process
Digital Workers now are being used to perform many different elements of TransUnion’s back office processes at an optimum time for the business — effectively integrating the transfer of data between systems such as CRM, service and finance systems. They perform these updates across all systems, 24 hours a day, following all compliance and business rules precisely and providing a fully auditable trail of activity.

The Outcome
Meat compliance and business rules precisely
Saving time across CRM, service and finance teams
Giving time back to staff for value-add tasks
Performing updates across systems 24 hours a day

Key Themes
Back office automation
System Integration

Processes
CRM, service and finance systems
System Integration
Customer Profile | First 2 Protect

Industry: Insurance | AI Tech: iOCR

Who?
First2Protect is part of the LSL Property Services plc (LSL) group of companies and has been providing insurance services to customers for over 20 years.

Why?
Being part of LSL means First2Protect is able to offer customers, who are looking for property insurance, a compelling proposition. First2Protect is able to leverage intelligence about properties to make a personalized insurance quotation very early on — acting fast to issue high volumes of new policies as soon as the team has visibility that the contracts have exchanged. At the end of every month the manual process of compiling and dispatching each policy takes an average of 8 minutes.

The Process
Digital Workers can navigate through the insurance business systems that have been moulded to fit First2Protect. Digital Workers' ability to read and interpret information correctly using iOCR means they could be trained to take on this workload. Within a month of automating the issue of new policies, the administration team saved 100 hours. Recently, the workers have been trained to obtain the start date of a new policy which kicks off the previous developed workflow. This has resulted in reaching a big milestone – with the first live policy incepted from quote by the Digital Workforce with no manual intervention.

Key Themes
Insurance automation
Regulated process

Processes
Issue of new insurance policy

Fully compliant and auditable record of policies

The Outcome
- Opportunity to close more insurance policies
- Admin team saved 100 hours within one month
- Free staff from peaks in demand at end of each month
- Fully compliant and auditable record of policies
Industry: Resource | AI Tech: Interact

**Who?**
Established in 1985, this international recruitment company spans five continents with a revenue of £2.1 billion, specialising in placing office professionals in a range of positions and seniorities at FTSE 100 organizations.

**Why?**
As a recruitment organization which recruits large number of contractors, this resourcing specialist had large numbers of timesheets coming in to the central repository. The organization saw that this wasn’t a good use of employee time and wasn’t efficiently paying contractors.

**The Process**
Digital Workers will process 7500 timesheets each week from contractors, by digitizing the income of work from contractors via Interact forms, comparing to contracted hours and interacting with finance platforms to trigger payment. The process is a win-win for both contractors and the organization, as both will get paid faster and with less chance of error. It will also give staff time back for more value added tasks and give the organization the chance to earn revenue faster.

**The Outcome**
- Eliminate human error from the process
- Reduce time to complete payment of contractors
- Free staff for more value added tasks
- Digitization of the process through Interact

**Key Themes**
- Back Office Automation
- Finance Automation

**Processes**
- Timesheet automation

**Reduce time for payment of contractors**
Industry: Healthcare

Who?
An integrated healthcare system provider, giving exceptional medical care to its local community and indeed globally. It is internationally acclaimed for its excellence in research, patient care, and education across a range of specialties.

Why?
This healthcare provider was looking to improve patients’ journeys through the Hospital. Their existing process required patients to arrive at their appointments early with a host of documentation pertinent to their medical records. This information was then to be used to fill out various hospital forms, taking valuable time out of the patient’s day.

The Process
Blue Prism Cloud have automated the patient intake process. By utilizing Interact, patients can now access the necessary forms required by the hospital online and fill them out in the comfort of their own home. These forms can be accessed and returned online, mitigating the need for any printing or transporting of important medical information to and from the hospital. Moreover, this flags any issues in the patients’ documentation before they reach the hospital, meaning that any issues can be rectified before their consultation.

Key Themes
- Interact
- Clinical Document Automation

Processes
- Appointment Documentation

The Outcome
- Increase patient satisfaction levels
- Reduce clinic waiting times for patients
- Streamlining patient intake flow
- Significantly cut paper work

Reduce clinic waiting times for patients
Who?
Since opening its doors in 1920, this leading financial services organization has maintained a leading market position. It employs over 900 people and offers a full range of financial services to customers.

Why?
After the parent organization had decided to split operations, this savings and investments organization was required to make OPEX cuts. An assessment was performed by a consultancy, which set out a three year target to meet and advised the organization to invest in automation to meet requirements.

The Process
In order for the organization to meet their targets, two processes were initially identified as a starting point to deliver efficiencies; FIA (onboarding process) and monthly reporting. In the FIA process, Digital Workers use OCR to process 4,000 new customers a month, all within strict financial regulations. In parallel, Digital Workers produce and deliver 900 reports to customers with their unique portfolios. Together, these two processes have helped towards OPEX cuts, while meeting compliance obligations and delivering efficiency gains.

The Outcome
- Significantly reduced cost within organization
- Fast and efficient process delivery
- Helping towards desired OPEX cuts and FTE reduction
- Met strict finance regulations and required compliance

Key Themes
- Financial Services Automation
- Regulated Processes
- Processes
  - Customer Onboarding Process
  - Reporting Process

Met strict finance regulations and compliance
Who?
This NHS Foundation Trust is the leading provider of eye health services in the UK and a world-class center of excellence for ophthalmic research and education. They are over two centuries old and have a global reputation for providing the highest quality of ophthalmic care.

Why?
With 35% of their workforce being tied down to repetitive mundane tasks, this NHS Trust were looking to release to time of their employees in order to allow for more meaningful, patient-focused tasks to be completed. Moreover, owing to a financial surplus, this council wanted to future proof their organisation to ensure they stay at the forefront of their field. Recognising that in order to do this they needed a platform that wasn’t just stand-alone RPA but gave them functionality out of the box to automate a myriad of processes, quickly; the Council soon employed the Blue Prism Cloud Intelligent Automation platform.

The Process
The hospital are soon to set about automating a plethora of processes starting in the back office and HR functions. Once in place, they will look to the implement the series of clinical tasks that have already been mapped.

The Outcome
Future proof organization during time of surplus
Potential to free 35% of workers from repetitive tasks
Deliver more meaningful, patient focused outcomes
Automation of plethora of processes

Key Themes
Clinical Tasks
HR tasks
Processes
HR and Back office functions

Deliver more meaningful, patient focused outcomes
About Blue Prism Cloud

Blue Prism Cloud delivers an artificial intelligence (AI) driven intelligent automation platform that enables organizations to accelerate their digital transformation journey by swiftly extend the benefits of automation across the enterprise. Our award-winning Software as a Service (SaaS) platform simplifies scaling, giving companies access to a pool of cloud based intelligent digital workers that can perform the repetitive, time-intensive tasks that slow people down. By integrating this digital workforce with their human teams, companies can intensify their focus on growth and achieve a step change in efficiency.

Visit cloud.blueprism.com to learn more.

©2020 BLUE PRISM LIMITED. “BLUE PRISM”, “THOUGHTONOMY”, THE “BLUE PRISM” LOGO AND PRISM DEVICE ARE EITHER TRADEMARKS OR REGISTERED TRADEMARKS OF BLUE PRISM LIMITED AND ITS AFFILIATES. ALL RIGHTS RESERVED.