Spotlight: Customer Case Study

Global Communications Service Provider Achieves Ultrafast Robotic Scale

One of the world's leading communications services companies, serving the needs of customers in 180 countries worldwide, has a purpose as simple as it is ambitious: to use the power of communications to make a better world. Harnessing that same simultaneously clear-cut and bold business philosophy, the company deployed Blue Prism Digital Workers across numerous business units in parallel implementations. The company rolled out its first process in May 2017—and in just one year it had 80 live processes and 61 connected processes across six business units—and another 118 in the development pipeline.

The challenge

The company is organized in multiple business units, including global services, wholesale ventures, business and public sector, consumer, technology services and operations, and corporate. The company's group functions, or shared services, organization is responsible for delivering finance, HR, and other back-office processes to each of the business units.

When the shared services group encountered challenges taking on additional finance processes and tasks, it knew it needed to explore robotic automation beyond the rudimentary screen scraping technology it was using. Based on all it had heard about RPA in the marketplace, it decided to do a proof of concept (PoC) with Blue Prism on its new vendor creation process. Blue Prism Digital Workers automated 100% of the vendor creation process.

The solution

With a successful PoC under its belt, the company evaluated the major RPA solutions against a set of selection criteria including market reputation, security, product robustness, process accuracy, process auditability, and usability.

While all of these were vital decision criteria, usability was the most critical. They needed a digital workforce solution that would be business-led and IT-governed. In other words, they wanted to put the process ownership in the business' hands to be completely self-serve, after initial support from delivery partners. IT would govern access to the systems, own the infrastructure, ensure data security, and incorporate the automation solution into its overall roadmap. Blue Prism rose to the top against all these decision criteria.

Although the PoC was in finance shared services, the company made the strategic decision to roll out the Blue Prism Digital Workforce in parallel streams to finance, global services, and its consumer delivery hub.

While certainly ambitious, there were several critical reasons for the parallel implementations. First, they needed to manage the hype around RPA's capabilities, and set realistic expectations on what it could and couldn't do and deliver. Second, as each of the business units operate as discrete businesses, sequential implementations wouldn't have made sense to the senior stakeholders. Directly tied to that was the concern that IT governance would have been extremely difficult. As a result, a reusable object model and governance through a central Center of Excellence (CoE) was established across the divisions early.

Implementing three parallel RPA streams did cause some initial resource, prioritization and planning challenges. But the speed with which they've been able to scale and reap benefits has far outweighed any challenges they encountered with the parallel implementations.

The company began implementing Blue Prism's connected-RPA in its first three hubs in May 2017. In less than a year, it also implemented Digital Workers in its wholesale ventures business unit, and its business and public-sector unit hub. Today, their 150 Digital Workers manage 80 live processes, plus another 61 connected processes, and soon will roll out another 100+ that are in the development pipeline.

The future

Building on the successes it has already gained, the company is going to extend its use of the Blue Prism Digital Workforce not only more deeply into each of its lines of business, but also into its technology services and operations, looking at potential use cases in its network operations and planning area and its application support groups. Once all the hubs are established, the company is going to explore how it can extend its use of other intelligent, complimentary automation technologies to support unstructured data, and front- and mid-office processes. A key component of that exploration will be how advanced technologies can make the Digital Workers more intelligent, connected and easy to control.

Digital Workers enabled the company to:

- Process two million individual finance transactions in the first six months, with a 25% cycle time improvement across eight processes

- Significantly boost customer satisfaction through proactive customer service account management that identified roughly €16 million in credits to be returned to customers

- Create additional capacity equal to 80 FTE that freed up human talent to take on additional work in higher value-add growth areas

- Eliminate the need to hire temporary workers to augment existing staff for fluctuations in the volume of work

About Blue Prism

In this digital era where start-ups are constantly disrupting markets, only the most agile and innovative enterprises survive and thrive. At Blue Prism, we pioneered Robotic Process Automation (RPA), emerging as the trusted and secure intelligent automation choice for the Fortune 500 and public-sector market. Now we bring you connected-RPA supported by the Digital Exchange (DX) app store – marrying internal entrepreneurship with the power of crowdsourced innovation.

More than 1,000 major enterprise customers leverage Blue Prism's digital workforce, empowering their people to automate billions of transactions while returning hundreds of millions of hours of work back to the business.

Visit www.blueprism.com

blue**prism**®