

# “Automate What You Hate”

## RPA Solution Yields \$15M in Savings in 18 months

### Situation



- ❑ Needing to grow their business by 10% YOY without increasing headcount, our Fortune 500 customer wanted to implement Robotic Process Automation (RPA) to remove repetitive, mundane tasks to allow employees to focus on higher value and more satisfying work
- ❑ Company wanted to establish a Center of Excellence to build a systematic approach to automating business processes, put their vision into play and gather stakeholder and employee buy in
- ❑ A new governance model also needed to be established

### Impact



- Lack of legacy application integrations and cultural roadblocks impeded everyday tasks and was stalling their growth
- As a traditional brick and mortar retailer, the company faced fierce startup and online competition and found it difficult to compete on pricing
- Their business lacked the agility to respond to business trends
- Customer wanted to drive innovation as well as provide outstanding levels of service to both internal and external customers

### Resolution



- ✓ Technologent’s RPA and hyper automation solution yielded \$15M in savings for our customer within 18 months while also creating more fulfilling roles for their employees
- ✓ Our team implemented a Center of Excellence which housed the stakeholders and all automation specialists, allowing the customer to scale their roll out effectively
- ✓ Utilizing our RPA specialists and hyper automation methodology, we drove the strategy, messaging, change control, operating models, technology solutions and people skills needed to help scale their automation objectives and ensure end to end view of their business
- ✓ Technologent implemented a new governance model, established risk controls and ensured SOX compliance