

RPA TRANSFORMATION TALES

Empower
Identity and
Access Management
Process with
Automation
Anywhere



BACKGROUND

A leading financial technology provider in the United States of America approached Aspire Systems to overcome their challenges they were facing with the PI information updation within the CRM application. They wanted to reduce errors and efforts caused due to manual processes and mitigating process delays effecting revenue and customer experience.

- Manual-intensive PI information extraction from various applications roughly about 100-300 records/month
- Highly error prone manual information extraction process
- Repetitive, mundane task reducing human productivity and efficiency

The client wanted to implement an end-to-end automation solution to eliminate the manual errors caused during their PI information extraction in an effort to reduce manual errors, improve revenue and customer experience while enhancing employee productivity.



THE SOLUTION

After taking the client's needs and challenges into consideration, Aspire's Robotic Process Automation team, curated a well-crafted plan to automate the client's manual intensive legacy systems with minimal disruption to day-to-day work. As a first step the solution involved using RPA tool Automation Anywhere to design and build a customized bot to automate their Identity and Access Management Process.

The activities of the bot involved:

- Extracting information from the excel attachment in the email
- Updating the excel in the SharePoint form using API
- Handling business and system exceptions
- Saving the error logs
- Communication to the stakeholders appropriately via SMS, Email



TECHNOLOGY SNAPSHOT



BUSINESS BENEFITS

- Improved statutory reporting
- **\$ 2,500K** savings per month
- **25 hours/month** saved
- Scheduled bots with zero manual intervention
- Enhanced employee productivity and customer engagement
- Reduced resource hours and efforts





Aspire Systems is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

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