Top U.S. retailer uses AARI and IQ Bot to simplify contact center processes saving $2M+

RECODE SOLUTIONS™

AUTOMATION ANYWHERE™

ORGANIZATION PROFILE

A top consumer goods retailer in the United States with more than $1.5 billion in revenue.

Recode Solutions transforms the way businesses operate by upgrading existing IT systems with modern, advanced technology. The company has helped businesses globally to improve business efficiency by designing and developing simplified process systems.

CHALLENGE

The back-office had many paper-driven processes, especially in accounting, loan servicing, loan operations, and credit operations. Additionally, employees had to navigate multiple systems to retrieve customer information when fielding calls in the contact center making for long wait times.

SOLUTION

The retailer partnered with Recode Solutions to conduct a request for proposal (RFP) to evaluate a long-term RPA solution. A small pilot was started to automate traditional AP invoicing use cases using IQ Bot™.

A robotic process automation (RPA) solution was leveraged to improve operational efficiency of back office and customer service processes. Automation of processes using RPA also helped standardize, streamline, and document business processes. Besides hard dollar savings as a result of lower call handling time, there were added benefits of cost avoidance in staffing as the bots were able to run 24/7.

BENEFITS

$2M+
Annual savings in < 2 years

65K
Invoices processed annually by IQ Bot

95%
Of documents processed without human intervention

85
Seconds average call handling time (AHT)

Processes Automated
- AP Invoice processing
- Customer service use cases for credit and loan related inquiries and updates
- Loan servicing requests
- e-OSCAR credit dispute inquiry response

Industry
Retail

"AARI and IQ Bot make providing service to customers a lot simpler. Our front-line workers no longer navigate multiple application systems for pulling data. They use one single dashboard that contains all the data they need to service the customer."

— VP Enterprise Architecture, Top U.S. Retailer

STORY DETAILS

Automating the AP invoicing process proved to be more complicated than anticipated. Since invoices came from different vendors, there was no standardized version; They could be paper copies, PDF, or scanned files. The optical character recognition (OCR) reader had to be continuously tweaked, creating overhead, but IQ Bot was able to extract data from all the different document formats, then upload them into Oracle. While an agent took seven to 10 minutes to work on each invoice, a bot completed the work in just 30 seconds, making the process 10x faster. The automation was completed in just three months. Now IQ Bot processes 65,000 invoices annually, and that number is expected to increase in 2022.

RPA is also being used in the customer service center. The retailer is not just a consumer goods company, but also provides a line of credit for purchases. When customers call into the contact center it could be about anything from checking on a credit application and the amount approved or the status of a delivery or repair service. Prior to automation, employees had to log into multiple systems to pull up a customer's information in order to answer those questions. Now bots recognize a customer's phone number and automatically provide a 360-view of their profile in a single dashboard. Automation Anywhere Robotic Interface (AARI™) is then used to collect subsequent details and a bot updates all respective systems. Without automation, calls often ran well over the target 90 second SLA, sometimes even into hours. Now, employees are completing a customer's request in 85 seconds on average, beating the target SLA.

THE FUTURE

There is a goal to complete current inflight RPA projects before the end of 2021, then assess ROI benchmarks for future planning. Discovery Bot is being considered to help identify new service order-related use cases to automate in the contact center.

The company is using Enterprise version 11 and the Automation 360™ platforms in parallel and plans to start migrating to Automation 360 in early 2022.

> "RPA is changing the culture at the company. It has a huge potential in multiple business areas. In less than two years there has been more than $2 million in annual savings with more to gain."
>
> **—Prasanna Ramaswamy,** Co-Founder and Managing Partner, Recode

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