Automation energizes limited resources and generates powerful ROI at Synergy

$2.3M
annual ROI with
BPEM processing

179,000
billing exceptions
resolved annually

Synergy is Western Australia's largest electricity generator and retailer of gas and electricity with over one million residential, business, and industry customers.

> " Given that detailed SOPs already existed for third-party vendor training, and most procedures were rule-based, BPEM processing was the perfect candidate to commence our automation journey. Our goal was to reduce the overhead of third-party processing costs by automation of as many BPEMs as possible, and we did just that.

Jarrad Clarke
Robotics Process Automation
Engineer, Technology
and Business Services

Challenge
Burdened by costly third-party overhead due to limited internal resources, Synergy sought an automated solution for BPEM processing that could reduce the Customer Business Unit's outsourced dependency and provide transformative budget relief.

Solution
Synergy developed one of its first automated solutions for a Business Process Exception Management (BPEM) processing use case thanks to its low-risk, rule-based nature. Every morning, an automation extracts billing exceptions from SAP and generates these records into Excel source files for each of the company's 51 BPEM categories. An automation tailored to each category then loops through records on the source file to process them according to operating procedure developed within. Any case exceptions at the end of the day are sent to a third-party billing agent to process manually.

Outcome
The BPEM process gained invaluable trust in automation from stakeholders and business users. It has become one of Synergy's most highly valued processes that closes over 179,000 billing exceptions annually and leaves only the few most complex exceptions to be handled by the company's third-party billing agent. Considering that the third-party agent charged per transaction, the $2.3 million annual ROI from this process cannot be overstated.

Why automation anywhere?
With an internal RPA team originally made up of business analysts and SMEs, Synergy wanted a no-code/low-code solution to implement automation that was also scalable and user-friendly for business end users—Automation Anywhere's platform and product suite answered the call. Furthermore, when Synergy was ready to migrate to A360 Cloud, they observed an even greater ability to drive operational efficiency, security, and scalability.