

CASE STUDY

Telecom giant boosts efficiency by 108x using automation and AI

Organization profile

This telecommunications leader provides advanced communications and technology solutions to businesses throughout North America.

Results

\$635K

in monthly savings

108x

increase in collections letters sent

102

automations deployed in two years



Our company realized that we needed to have a digital transformation take place to start taking advantage of new technology and really empower our employees to be able to do their jobs better and faster.

RPA Program Manager



Challenge

Facing the challenges common to many established enterprises, this telecommunications leader grappled with manual, time-intensive processes, resulting in operational inefficiencies and rising costs. Constrained by a legacy system, the imperative for the organization was clear—embark on a digital transformation that seamlessly integrates with the existing infrastructure, driving efficiency across the entire organization.

Solution

In 2021, the company began using the Automation Success Platform to optimize processes, starting with the collections department. Automation Anywhere provided the capability to swiftly deploy automations at scale, seamlessly integrating with the existing legacy system.

A notable achievement in automation for the company was the transformation of customer notification processes for overdue invoices. Initially limited to sending 200 letters monthly, the collections department saw a remarkable 108x increase in efficiency, reaching 17,722 email notifications and 3,811 postal letters through automation. Furthermore, the organization automated credit checks, expediting client screening and significantly reducing the time previously dedicated to manual restrict/restore services procedures. Overall, the telecommunications company has implemented 102 automations, resulting in a monthly savings of \$635,000 in manual hours.



Building strong connections with the management team of a specific department opens the floodgates of innovative ideas. After the initial round of ideation, our strongest departments began generating their own automation concepts, expressing a proactive interest in streamlining processes.

Project Management Lead

Processes automated

- New business credit checks
- Collections reconciliation
- Restrict/restore processes

The whole story

Teaming up with Lydonia Technologies and Automation Anywhere, the telecommunications company embarked on a transformative journey, leveraging automation to tackle its business challenges. With a focused, dedicated team, the company swiftly implemented automation solutions throughout the organization, aiming for 25 new automations each quarter. These solutions not only streamlined processes but also elevated employee engagement, resulting in significant cost savings.

One of the organization's most successful automations involved sending dunning letters to notify customers of past-due invoices. The collections department, limited to sending 200 letters monthly, experienced a staggering 108x increase through automation, delivering 17,722 email notifications and 3,811 postal letters. Additionally, the company automated credit checks, accelerating the screening of potential new clients and drastically reducing the time spent on its manual restrict/restore services processes.

A crucial element in the company's success has been the unwavering support from leadership at every level, coupled with active participation from team members who regularly utilize the automations. To ensure seamless development and execution, all of the organization's automation developers are Automation Anywhere certified, enabling support team members to work on any automation while maintaining consistency and quality.

The future

The telecommunications company is actively working on enabling business users to build their own automations, a direction the organization has only just begun to explore. Acknowledging the substantial scalability potential of citizen development, the company is enthusiastic about harnessing this approach to propel the expansion of automation initiatives.



About Automation Anywhere

Automation Anywhere is the leader in Intelligent Automation solutions that put AI to work across every aspect of an organization, empowering businesses worldwide to unleash productivity gains, drive innovation, improve customer service, and accelerate growth. Learn more at [automationanywhere.com](https://www.automationanywhere.com).

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✉ sales@automationanywhere.com