Helping patients in respiratory distress while increasing order processing efficiency

VAPOTHERM®

AUTOMATION ANYWHERE®

ORGANIZATION PROFILE

Based in Exeter, New Hampshire, Vapotherm, Inc. is a global medical technology company focused on the development and commercialization of its proprietary high velocity therapy. The company's products have treated more than 2.2 million patients suffering from acute respiratory distress from premature babies to geriatrics.

CHALLENGE

Vapotherm is a smaller, lean company, employing around 350 people. Intending to do more with less, the manufacturer began to explore the automation of manual processes and deployed its first Robotic Process Automation (RPA) bot in early 2020. With the onset of COVID-19, Vapotherm saw a dramatic increase in demand for its high velocity therapy from hospitals, clinics, and other healthcare organizations seeking to treat respiratory distress associated with the virus. That surge challenged Vapotherm's ability to process orders promptly, and the team looked to automation for support.

SOLUTION

Vapotherm selected the Automation Anywhere Enterprise A2019 platform for its security, cloud-based deployment option, and cost-saving benefits. After a successful initial deployment of automation for scorecards reporting, Automation was leveraged by the customer service team to cut order processing time, allowing the team to expedite the processing of equipment shipments. RPA deployments across other business areas helped further streamline processes and raise the company's overall efficiency.

BENEFITS

$30,000
In estimated annual savings

10
Hours saved weekly

Processes Automated
- Sales analytics scorecard creation and publication
- Purchase order assignments
- ERP report creation and publication
- Accounts receivable report creation and backup, data refresh, and publication

Industry
Life Sciences

"Vapotherm does work that matters. With RPA and Automation Anywhere, Vapotherm now does work that matters...better."

— **Chris Ouimette,** business systems analyst, Vapotherm

STORY DETAILS

After reaching efficiency limits with their current tools, Vapotherm turned to automation to help the company further streamline their manual processes across sales, finance, and other business functions.

Prior to deploying automation, the sales analytics group was able to cut down the manual scorecard reporting process from around six hours to an hour-and-a-half and deliver them once a week, but the field team wanted the reports more frequently. After deploying Automation Anywhere Enterprise A2019 in early 2020, the team was able to create the reports in minutes or seconds and giving the upper management and field team on-demand, accurate information.

About a month into the implementation, COVID-19 hit and created the company's most significant use case for automation. The demand for the Vapotherm high velocity therapy by hospitals had skyrocketed, and the remote customer service team needed urgent support to keep up with the increased tickets based on incoming orders. In collaboration with Automation Anywhere, Vapotherm was able to quickly build bots that would log into the system, check for order origin, and auto-assign the tickets to a processor based on a set of rules. As a result, the customer service team gained valuable time back to accelerate the processing of orders and shipment of the equipment to customers—supporting patients in need and increasing their sales.

Vapotherm has since deployed bots across various functions and has been enjoying the administrative benefits of a cloud-based automation deployment.

THE FUTURE

Next, Vapotherm wants to take advantage of artificial intelligence by deploying IQ Bot to help several IT inititiavies. The company looks forward to seeing what new features will be deployed next to assist them in their initiiatives.

"Our core systems need to be efficient, scalable, and provide us with a competitive advantage in the marketplace. Automation Anywhere helps us get there."

— **Steve Pereira,** director of IT, Vapotherm

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AUTOMATION **ANYWHERE**