



CASE STUDY

Accelerating Growth and Impact: Process Discovery for a Social Enterprise Leader

Organisation Profile

The client is a pioneer in social enterprise, dedicated to delivering competitive business services while fostering meaningful employment opportunities for individuals with disabilities. Headquartered in California, the organization partners with diverse industries, combining business excellence with social impact to create an inclusive workforce and drive positive change.

Industry

Litigation Boutique

Results

Increased Workflow Efficiency up to

80%

Manual Effort reduced up to

90%

Improved Process Value up to

75%

Business Problem:

The client aimed to identify opportunities for optimization and automation to streamline workflows, reduce manual effort, and increase processing capacity. Challenges included repetitive tasks and inconsistent adherence to Standard Operating Procedures (SOPs). The engagement focused on assessing daily work execution, mapping existing SOPs, estimating automation potential, identifying inconsistencies in user work patterns, and analyzing application usage across teams.

Solution:

- Conducted comprehensive process discovery using Soroco's Scout platform for the Production, Receiving & Shipping team.
- Mapped existing workflows and Standard Operating Procedures (SOPs) to gain a clear understanding of operational processes.
- Identified key areas where automation could significantly reduce manual effort and enhance productivity.
- Analyzed user work patterns to detect inconsistencies and streamline task execution.
- Evaluated application usage across teams to optimize tool interactions and minimize application switching.
- Delivered actionable insights that led to a marked increase in daily processing volume, effectively managing higher workloads.

Challenges:

- Assessed daily task execution to understand current workflows.
- Mapped existing Standard Operating Procedures (SOPs) across teams.
- Estimated potential effort reductions through automation.
- Detected inconsistencies in work patterns among users.
- Analyzed application usage to evaluate team interactions with tools.

Business Benefit:

By performing process discovery using Soroco's Scout platform, increased workflow efficiency was achieved up to 80%, significantly minimizing manual effort by up to 90%. This transformation resulted in an improved process volume of up to 75%, enabling the team to handle higher workloads effectively. These enhancements not only streamlined operations but also reduced costs, driving overall business performance.

Key Stakeholders:

- Client's IT Department
- Bot Developers
- Engineers
- Quality Assurance Team
- Project Management Team
- End Users of the Bots



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