



CASE STUDY

Breaking Down Barriers: Streamlining Operations in Industrial Instrumentation Manufacturing

Organisation Profile

The client is an industrial instrumentation manufacturing company based in the USA, recognized as a global leader in analytical and industrial instrumentation technology. With a specialization in advanced technologies such as X-ray diffraction, thin film analysis, spectroscopy, semiconductor metrology, and computed tomography, the company is at the forefront of innovation in its field.

Industry

Manufacturing

Results

Increased Process Efficiency up to

75%

Manual Effort reduced up to

85%

Enhanced Communication Efficiency Up to

95%

Business Problem:

Richards Law aimed to automate five key processes due to challenges with manual processing in their consumer debt collection operations. Transitioning from Automation Anywhere 7 to Automation Anywhere 360, they sought to enhance functionalities in foreclosure, forced sale, judgment enforcement, receivables management, collection technology, and process serving.

Solution:

- Identified a potential effort reduction of 44% after the initial 48 hours of data collection.
- Users spent 91% (5 hours per user per day) of their time on Scouted Apps and URLs.
- Approximately 66% of all emails were internal.
- Achieved an average effort reduction of 96 minutes per user per day (31%) across 9 users.
- Identified a total of 1,896 email threads.
- Interacted with a total of 248 domains.
- Found that about 73% of effort on templated PDFs could be optimized using OCR/IDP solutions.
- Recommended processes for automation included Billing Review and Billing Review - Exception.

Challenges:

- Addressing inefficiencies caused by repetitive manual tasks.
- Promoting consistency in work execution across various teams.
- Implementing Standard Operating Procedures (SOPs) to reduce errors and discrepancies in daily operations.

Business Benefit:

The analysis of process execution against SOPs revealed significant automation opportunities, driving efficiency gains of up to 75%. By pinpointing hours spent on repetitive tasks, we achieved a reduction in manual effort by 85%. Additionally, enhanced communication efficiency surged by 95%, ensuring consistent adherence to processes and elevating overall productivity. These strategic improvements streamlined operations and optimized performance across teams.

Key Stakeholders:

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



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