



USE CASE

Lack of visibility

Challenge

OVERCOMING AUTOMATION OBSTACLES

The risk management team of a Big Four professional service firm's global business service organisation was being held back by process automation, and in particular the deployment of bots. The firm's GBS has around 100 dedicated employees and 50 bots in its conflict management process.

The bots uploaded and retrieved data from multiple systems before updating the same onto a SharePoint portal for user access. But the lack of visibility led to automation silos and exceptions that were not being resolved on time. This started blocking the workflow and causing teams to frequently miss service level agreements. Also, robotic process automation developers had to get involved each time there was an exception, in turn creating needless bottlenecks. Doing a root cause analysis at this point was time-consuming and resource intensive.

Solution

BUILDING A BETTER LINK BETWEEN HUMAN AND DIGITAL

Enate's platform helped create a more efficient work-handoff process between humans and bots, improving exception management. The exception handling process was also accelerated, as users could directly resolve issues without waiting for RPA developers. This in turn made it easier for bots to restart work because humans were in control, while performing root cause analysis was much simpler because the orchestrator could exactly pinpoint the area for improvement. Unprocessed work could instantly be flipped from bots to humans as well, allowing them to better cater to SLAs. In short, the firm was able to unlock end-to-end visibility of its workforce through the platform.

Impact

BRINGING BOTS AND HUMANS TOGETHER FOR DRAMATIC RESULTS

Within 12 months, utilisation of Enate's platform within the GBS organisation moved from around 100 humans and 50 bots to over 578 users in risk management. The team also streamlined operations that resulted in 15%-20% quicker turnaround times and an 18%-20% reduction in effort needed to deliver the right services for the wider business.

See how Enate can help your organisation in a live demo. [Book here.](#)

