



Digital Transformation of a Health and Human Services Provider Leveraging Robotic Process Automation

Client

The client is a leading provider of business process services for government health and human service agencies in the United States, Australia, Canada, Saudi Arabia and the United Kingdom. The organization focuses on delivering end-to-end solutions for public health and human service programs that lead to efficient and effective public programs.


Challenges

The client wanted to drive positive change across their organization through digital transformation and by adopting emerging technologies such as Robotic Process Automation (RPA), AI, Chatbots, etc.

The client's Chief Digital Officer wanted to reimagine the way the organization conducted business and how it could be realigned to the digital world, while eliminating inefficiencies and reducing cost. This led them to leverage Robotic Process Automation to manage operational challenges across business functions, to help execute back-office activities at scale while reducing costs significantly.

Solution

Opteamix leveraged high-level domain knowledge and experience in managing technology operations for the client to design a multi-pronged approach supported by our RPA Bot factory model. We worked closely with the Chief Digital Officer and the client's Digital team to implement a Bot factory that could manage all automation opportunities through a rapid implementation process. The team deployed as part of the RPA Bot factory consisted of business architects, RPA leads and engineers who were adept at Automation Anywhere.



We worked with stakeholders across multiple business units to identify time-consuming, repetitive processes that proved to be ideal candidates for automation. The team was also involved with stakeholders in prioritizing the business processes based on the client's business objectives and impact on business value delivered. The solutions implemented in addition, incorporated a strong governance program to build in security and risk management, given the confidential nature of the client's business.

Value Delivered



Opteamix has been a strategic technology partner for the client, helping them achieve defined business objectives across their RPA journey. Through our focused effort, the automation of 17 processes such as back-office and customer-facing processes, workforce management, premium processing, data entry, employee provisioning and de-provisioning, customer onboarding, document management, etc. have been successfully implemented. These processes were undertaken with the help of 12 bots within the span of 12 months of starting the engagement.

The RPA solutions implemented in production have helped deliver the value of the RPA program to our client. The resulting optimizations and automation of the business processes have translated into significant cost savings of \$1.6 million annually, in addition to achieving other benefits such as increased process efficiency. The client expects the RPA benefits to double in 2020.

About Opteamix

Opteamix is a digital automation technology consulting firm with deep expertise in Application Development, Robotic Process Automation, AI, DevOps, Enterprise Mobility, and Test Automation Services. We are headquartered in Denver, Colorado with a wholly-owned delivery center in Bangalore, India.