Large Telco Automates 7 Finance Groups in 18 Months

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PROFILE ORGANIZATION

Large national telecommunications company leads the industry in providing world-class broadband communications services to consumers and business customers across the country.

CHALLENGE

The finance team at this industry-leading enterprise was overwhelmed with the workload. For cost-effective operations, stretching resources and continually hiring are not part of an essential long-term strategy. A new approach to executing numerous "back office" processes consuming valuable resources was long overdue. There was a real need for a breakthrough solution that would quickly free people up from manual processes. The enterprise needed to focus on digital transformation projects that the finance team was unable to tackle previously.

SOLUTION

Launch and scale the Automation Anywhere Digital Workforce Platform to deliver highly-effective operations, maximizing velocity and standardization for all digital workers deployed throughout the enterprise. The solution allowed employees to receive and act on clear instructions and appropriate secure data, eliminating any confusion. This boosted productivity by automatically linking both directions and data. The finance RPA team is now highly respected throughout the enterprise and assists with Proof of Concept work for other teams implementing automation solutions.

BENEFITS

18weeks
From first bot deployment to leadership buy-in

4,000hours
Work hours saved per month

200%
Team growth year over year

Processes Automated
- **Financial reporting**
- **Invoice to cash**
- **EFT (Electronic Fund Transfers)**

Industry
Telecommunications

"After only 4.5 months we went to production, demonstrated the value of the initiative, and established leadership buy in. Just 18 months later, there are 7 different groups in finance being supported with bots."

— Robotic Process Automation Lead

DETAILS

The finance team's automation journey started 1.5 years ago with 1 bot. The subject matter expert in finance and accounting, was prepped in just 2 weeks of Automation Anywhere training and is leading automation initiatives for the finance department. He was prepared to create a new combination of commands to enhance Automation Anywhere features when working with MS Outlook. As a result, robots and general users can share the same mailbox without interference, dramatically increasing the capabilities of the finance department and increasing employee satisfaction and retention.

For the initial bot project, proof of success was quick. During the critical initial "start-up" phase, the fledgling finance automation team worked synergistically with Automation Anywhere on a daily basis. Going to production after only 4.5 months demonstrated the value of the initiative and established leadership buy-in. Just 18 months later, there are 7 different groups in finance with bot support, and automation continues to expand and accelerate. The automation team within corporate finance alone has grown by 200%, with new staff dedicating 30% or 40% of their time to developing automations alone.

As automation expands, measuring success stretches beyond time saved.

Security is a business-critical attribute of many processes. For example, a new bot executes invoice processing in SAP without human intervention. The time saved is negligible, but the reduction in security risk is invaluable.

Of course, time savings is always a "wow factor"—and it impacts employees on a personal level as well—giving back time for more creative, innovative work is very motivating for the team. Cumulatively speaking, with about 20 automated processes in place, the finance team has regained 4,000 hours monthly. There is always so much in digital transformation. Now, the team is getting to tackle it head on.

THE FUTURE

Enterprise IT strategy changes are impacting bot implementations— specifically moving from virtual to physical machines. The migration of programmed process bots is the latest challenge the RPA team is facing.

Within the company, other departments are eager to adopt the same model that is serving the finance team so successfully. The finance RPA team is now an internal go-to group, or Center of Excellence, assisting with Proof of Concept work for other teams to launch their automation journeys.

> "Time savings is always a "wow factor." One of our bots saves 60 hours per month. That gets people excited and interested in developing their own automations."
>
> — Robotic Process Automation Lead

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