

# Network International empowers employees to be the “automation change drivers”

## Network >

International Payment Solutions



### ORGANIZATION PROFILE

A leader in helping customers achieve success for more than 20 years, Network International delivers innovative solutions that drive revenue and profitability. The company leverages cutting-edge technology to provide a robust suite of payment products and services to more than 65,000 merchant partners and 220 financial institutions across 50+ countries.

### CHALLENGE

As one of the leading payment providers and processors in the UAE, the company was expanding to other regions, including Africa, where business was growing rapidly. Looking for a solution to connect all its operation locations through consistent and more efficient processes, Network International looked to Robotic Process Automation (RPA) to scale and grow.

### SOLUTION

Using a centralized approach, the company started its RPA program by getting operations employees involved from the beginning. They were trained on how to build, run, and manage bots. Within two months, the first processes within business operations in the UAE were automated. By the end of 2019, RPA was implemented in other areas, such as IT operations. Other geographies started using RPA as well.

### BENEFITS

100

Bots in production in UAE and Egypt

50

Business operations processes and 100+ sub-processes automated

70%

Reduction of manual processing time

72K+

Chargeback requests processed annually

#### Processes Automated

- Business operations
- Administrative processes
- Card management
- Customer requests

#### Industry

Financial Services

“Business users are taking initiative to start automating processes on their own and have become advocates on how RPA has made their work easier.”

—Vimal Dev,  
CIO for IT

## STORY DETAILS

To help reassure employees that RPA would help them in their daily jobs rather than displacing them, the company's leadership stepped in to demonstrate the benefits of automation, including time savings and increased productivity.

Some of the automated processes the company is most proud of are those that helped improve the customer experience. This included the real-time processing of an average of 1,200 daily e-mail merchant requests for statements, pre-authorization releases, refunds, and sales. Before RPA, a team had to identify the customers' specific asks manually. Now, requests are categorized automatically and completed by bots.

Network International also uses RPA to manage account fulfillment requests related to various card-specific inquiries, such as cancellations. Bots were integrated with the company's CRM and used to process the requests, giving the company the maximum efficiency benefits.

Currently, 100 bots and 80 Bot Runners are in production in the UAE and Egypt. 50 business operations processes and 100+ sub-processes have been automated, reducing manual processing time by 70%.

## THE FUTURE

Throughout the rest of 2020 and 2021, Network International plans to automate processes within its finance and IT operations departments. The Operations Command Center (OCC) team is currently conducting a proof of concept (POC) around the monitoring and processing of alerts. An automation to handle the merchant onboarding process is also being developed.

The company is also moving forward with IQ Bot implementation for several use cases, including the processing and verifying documents written in Arabic, which is currently a pain point for its operational teams.

Before the end of 2020, 130 bots are expected to be in production.

"We made the operations team part of our RPA team. They are not just stakeholders but change drivers as they participate with us in daily stand-ups, and we train them on how to manage their bots."

—**Rashida Rauf**,  
Solution Architect

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