

# 600% Productivity Gain for Credit Reporting Giant with RPA



## PROFILE ORGANIZATION

One of the world's top consumer credit-reporting agencies that gathers information on more than one billion people and businesses.

## CHALLENGE

This credit reporting agency is all about data: Collecting it, analyzing it, and reporting on it. Before automation, employees were spending more than 50% of their time filling out spreadsheets, completing data entry, and other kinds of repetitive and mundane tasks. The organization decided it was time to "take the robot out of the human" and automate these routine processes to free up employees for more strategic and impactful work.

## SOLUTION

They chose Automation Anywhere RPA because of the intuitive software, which enabled the business to implement automation processes with support from IT, with no need for expensive external consultants. After a three-day training, teams in different business functions were well-equipped to automate tasks in their area. Word quickly spread about the success of automation in the finance department and more groups became interested in RPA for their own teams. A Center of Excellence run by IT, served as a command and control center, and was a key factor for success.

## BENEFITS

600%

Productivity gain

500K

Tasks automated

6X

Reduction in costs

35

Bots deployed in 4 months

Processes Automated

- Data entry
- Reporting

Industry

Financial services

"Business users know processes better than anyone. We empowered ours by training them on RPA and letting them go for it."

— Lead Automation Engineer

## STORY DETAILS

The company hired its first automation engineer in 2013. His job was to work with various business units to make them more efficient and productive using business process automation (BPA) tools. In 2015, a senior leader in the global finance organization came back from a conference with great enthusiasm about RPA. Automation was identified as the right technology to drive significant business process improvements.

Once their journey into automation began, it took only 4 months for 35 bots to be scaled and deployed across the globe. The bots automated more than half a million tasks.

After one year, a Center of Excellence (CoE) was established to facilitate command and control of the roll out of automation and to evangelize RPA across all business units who were encouraged to deploy the technology to suit their specific operational needs. The CoE provided training and support, looking after all the infrastructure required for RPA initiatives.

Today, the organization has a robust RPA program that has spread across its global business.

## THE FUTURE

The company is aggressively recruiting RPA developers to help the various business users develop bots. Two key priorities are security and governance. With PCI regulations, the European Union's GDPR and others, they must be careful about what kind of information they are processing or storing. Putting the right authentication in place to ensure only authorized people or bots can access sensitive data, is also crucial for any automation project going forward.

"The best thing about RPA is that with the right tool, you don't need to program. It's all drag and drop that your least-technical users can easily learn."

— Lead Automation Engineer

### About Automation Anywhere

Automation Anywhere empowers people whose ideas, thought and focus make the companies they work for great. We deliver the world's most sophisticated Digital Workforce platform making work more human by automating business processes and liberating people.

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