CASE STUDY SNAPSHOT

Telecom giant boosts efficiency by 108x using automation and AI

Company Profile
This telecommunications leader provides advanced communications and technology solutions to businesses throughout North America.

Challenge

The company's manual processes, along with legacy system constraints, hindered efficiency, and increased costs, necessitating a digital transformation to improve operations.

Why Automation Anywhere?

Automation Anywhere gave the telecommunications company the ability to quickly create automations at scale while working with the existing legacy system. The organization also leveraged Automation Anywhere University to upskill its developers quickly and effectively.

Outcome

The company achieved a remarkable transformation with the Automation Success Platform, increasing the collections department's outreach by 108x. The organization has created 102 automations, saving $635,000 per month while working seamlessly with the existing legacy system.

$635K
in monthly savings

108x
increase in collections
letters sent

102
automations deployed
in two years

AUTOMATION ANYWHERE