Boston Scientific Heals Process Woes with Automation

An Automation Anywhere Case Study INDUSTRY: HEALTHCARE





SOLUTION

Boston Scientific's engagement with Automation Anywhere began as an urgent need to remedy an unanticipated crisis with its customers, primarily hospitals, nursing homes, and in-home care providers. The company needed a way to help Customer Service complete four processes that were either performed manually or simply not possible without Automation Anywhere. Since diagnosing and resolving those issues, the company has extended its use of automation to include over 50 processes, including more than 20 that automatically run at different times of day.

BENEFIT



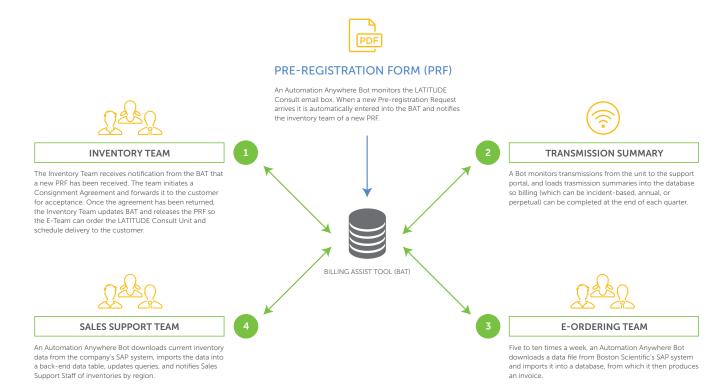


Annual cost savings



DETAILS

Boston Scientific is a leading innovator of medical solutions that improve the health of patients around the world. Their products and technologies are used to diagnose or treat a wide range of medical conditions, including heart, digestive, pulmonary, vascular, urological, women's health, and chronic pain conditions. The Boston Scientific LATITUDE Consult Communicator is a standalone interrogation-only device used to read the patient's implanted Cardiac Implantable Electronic Device (CIED). Once retrieved, Transmission Summaries are securely transmitted to a central server.



Boston Scientific's initial goal was to automate four areas: Pre-registration form processing, transmission summary processing, commercial invoice preparation, and regional inventory reporting.

Pre-registration form processing

An Automation Anywhere Bot monitors the LATITUDE Consult email box. When a new Pre-registration Request Form (PRF) arrives as a PDF email attachment, the Bot automatically enters the information into the Billing Assist Tool (BAT) and notifies the Inventory Team that a new PRF has been received. From there, the Inventory Team initiates a Consignment agreement and forwards it to the customer for approval. Once the Consignment agreement has been signed and returned, the Inventory Team updates the BAT and releases the PRF so the E-Team can order the LATITUDE Consult Unit. The E-team logs into the BAT and retrieves the account information and places the order in SAP.

Transmission summary processing

With the LATITUDE Consult Communicator deployed at the healthcare facility and transmitting data with each use, an Automation Anywhere Bot monitors a network folder created by Boston Scientific. When the daily Transmission Summary is downloaded, Automation Anywhere uploads this information into the BAT without human intervention.

Invoice preparation

Five to ten times a week, an Automation Anywhere Bot downloads a data file from Boston Scientific's SAP system and imports it into a database, from which it then produces an invoice.

Regional inventory reporting

To increase productivity and accuracy, an Automation Anywhere Bot downloads current inventory data from the company's SAP system, imports the data into a back-end data table, updates queries, and notifies Sales Support Staff of inventories by region.

At a glance

Boston Scientific transforms lives through innovative medical solutions that improve the health of patients around the world. As a global medical technology leader, Boston Scientific advances science for life by providing a broad range of high performance solutions that address unmet patient needs and reduce the cost of healthcare.



Contact Automation Anywhere to learn more about how you can leverage our Digital Workforce platform to automate any process, scale your business, and reduce costs. Call 1-888-484-3535 or visit www.AutomationAnywhere.com to schedule a live demo.

About Automation Anywhere

Automation Anywhere is the global leader in delivering the most advanced, enterprise-grade, cognitive Robotic Process Automation (RPA) platform capable of automating any business process. The platform enables enterprises throughout the world to create digital workforces that manage and scale business processes faster, with near-zero error rates, while dramatically reducing operational costs. We believe that people who have more time to create, think, and discover build great companies. It's why we've dedicated more than a decade to providing the world's best RPA technology to leading financial services, BPO, healthcare, technology, and insurance companies—to name a few—across more than 90 countries. For additional information, visit www.automationanywhere.com.

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