

Robotic Process Automation (RPA) Case Studies

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Robotic Process Automation in a Nutshell

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Robotic process automation (RPA) enables the business to automate processes that are performed by an employee using a computer, and:

- require a lot of manual work
- are repetitive
- are rules-based
- have significant number of iterations

Opportunities for RPA utilisation depend on the industry within which it is used with its application ranging from invoicing and claims management to payroll and personnel on boarding to name a few.

Metasite RPA team have been automating processes in financial, administrative and other business sectors since 2016.

Today, we'd like to share a few **real-life case studies** to provide a better understanding on what challenges companies overcome with the help of RPA solutions.

Metasite is an official reseller of



Case Study: Insurance company

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The Challenge

A leading insurance company in the Baltics (a part of major European insurance group) were receiving hundreds of insurance contract termination requests daily. Back office staff were forced to manually check the applicant's data and remaining account balance across a number of various internal systems and had to process the request following a list of predefined rules.

Before

- Validating and processing the requests required significant internal resources
- Some of the internal legacy systems were not user-friendly and cumbersome to use

Now

- **Level of automation:** 98%
- **Implementation:** 6 weeks
- **ROI:** In 4 months

End result: Valuable resources freed from manual and tedious tasks; increased employee satisfaction

Case Study: Property Administration Company

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The Challenge

Each month a property administration company had to generate a list of debtors and required documents for legal proceedings. During this process an employee had to gather debtor related documents from various internal and external government systems. The process didn't require any human decision and was fully data-based. Also, external government systems functioned slowly, thus making process slow and irritating.

Before

- Gathering of debtors data required significant internal resources
- External government systems were not user-friendly, unreliable and frequently contained inaccurate data
- The process was subject to human error

Now

- **Level of automation:** 83%
- **Error rate:** 0%
- **Implementation:** 8 weeks
- **ROI:** In 6 months

End result: Employees disengaged from tedious manual tasks; inaccurate data instantly identified.

Case Study: Accounting & Audit Company

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The Challenge

A global accounting & audit company had to manually pull the incoming and outgoing payment information from their clients' bank accounts and enter into the bookkeeping system. A repetitive and mundane task did not create any direct value for the client yet took significant amount of skilled employees' time. Nonetheless, the process was critical and couldn't be late or postponed due to vacation or sickness.

Before

- Training interns or junior specialists took too much time due to many business rules associated with the process
- Skilled employees spent part of their time on mundane tasks
- The process was error-prone

Now

- **Level of automation:** 95%
- **Implementation:** 8 weeks
- **ROI:** In 6 months

End result: Employees disengaged from tedious manual tasks; increased employee satisfaction; error rates reduced

Metasite Group at a glance

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Est. in 1997 • 160 people • clients in 12 countries • ISO 9001 certified

Metasite

Founded in 1997 and employing 70, Metasite specialises in design, **development and support of bespoke operational and analytical IT systems** for demanding clients in the financial services and telecommunications industries.

In 2016 **66% of Metasite revenues came from financial services organisations** and 30% from telecommunications operators.

49% of Metasite revenues were earned from UK clients, with 51% coming from Nordics/Baltics and other Western European countries.

We are **ISO 9001 certified**, insured by **Lloyds of London** and operate under harmonised EU IP and personal data protection laws.

* Strategic partners excluded from total headcount

Metasite HyperOps

A team of experienced systems administrators and security experts providing high end managed hosting and high availability operations support for financial services organizations, telecoms and big data analytics services providers.

Everise

Provider of investment management systems and brokerage platforms to a number of financial institutions since 2003.

Exacaster

Big data predictive analytics technology company offering a platform for customer churn prediction, up-sell targeting, product recommendations, segmentation and real time dynamic pricing. Exacaster platform is used to model and predict behaviours of over 40 million customers on three continents.

Metasite Data Insights

Provides business intelligence, reporting and both assisted and self-service visual analytics solutions and consulting to telecom operators, financial services organisations and asset managers helping them leverage data analytics in building and running their businesses.

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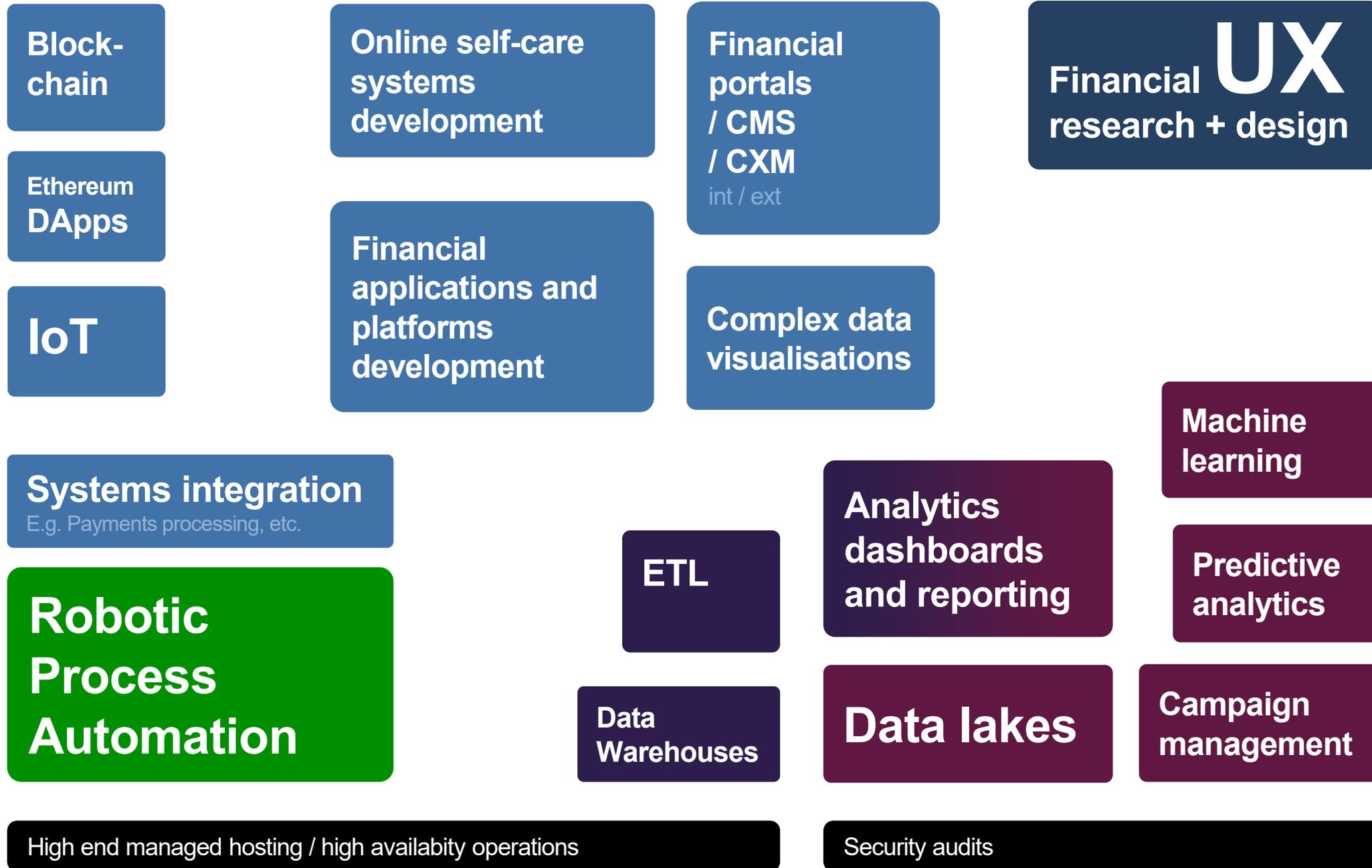
Specialises in design, development and support of iOS and Android mobile apps for enterprise clients and startups within finance, retail, telecommunications, and media industries.

UXDA *

UXDA is a team of 15 highly skilled user experience experts specialising in UX design for financial institutions and FinTech services. UXDA has been recognized as Top 3 innovative banking solutions agency in Europe at 2016 European FinTech Awards.

Areas of expertise within Metasite Group

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Metasite

Metasite Data Insights

Exacaster

HyperOps

Should you wish to learn more
or discuss a pilot RPA project,
please get in touch:

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