

How does a business cope with Covid-19?

Without a doubt, these are challenging times. For many organisations, Covid-19 has either slowed down or halted major key processes and they are seeking ways to get back on track whilst also planning for future disasters similar to the Covid-19 pandemic. For all organisations, this is a time to look at how to emerge from the crisis a more resilient, more efficient and more valuable entity. What's clear is how RPA can deliver what is required.

Some of our clients already have RPA in place with a digital workforce immune to the current crisis and capable of performing tasks speedily, efficiently, on a 24/7 basis, running on-premise or on-cloud and unaffected by lockdown measures. For them, processes such as service ticketing, document processing (including customer forms and applications), contact center operations, order processing, data allocation and reporting, and customer management remain largely unaffected despite the current uncertainty. For some clients, who have yet to implement RPA, the pandemic has resulted in scrambling to cope with demand spikes. We are working with them to quickly deliver software robots that can alleviate the stress on human resources and eradicate the inefficiencies of manual processing.

As companies position themselves for the world after COVID-19, embracing RPA technology to ensure both business continuity and business growth is essential. It is time to evaluate the processes that need to be automated, those that should be, and those that cannot yet be automated and why. RPA is the technology that can save thousands of staff hours and associated costs, but it can also help you fine-tune your forward-looking strategies, especially in times of, and just after, crises.

[RPA: Addressing the change in demands](#)

Here are some examples of how organisations across industries are coping thanks to RPA.

Process	RPA Solution
Healthcare: Managing testing requests	Automating the check-in process in the healthcare industry eliminates human error and allows digital paperwork to be processed quickly and accurately, ensuring faster service.
IT Hardware Retailer: Order fulfilment for homeworking resources	To meet the exponential increase in demand for certain items, one customer is now shipping directly from the manufacturing location to the customer. RPA robots process all orders and enter them into SAP to get the order to the manufacturing center faster.
Call Centre: Call triage process	Agents supported by RPA are pulling customer data faster, ensuring a faster call triage process, faster routing to the appropriate agents, and reduced average call handling time.
Insurance: Home working set up process	Automating the process of registering new equipment for remote workers, as well as associating the equipment to the worker and creating new users for the VPN.
Banking: Loan application process	Automating the process of Ingesting data from borrower applications and extracting information from borrowers' payroll documentation
Airline: Customer cancellation & refund process	RPA bots extracted ticket information from customer emails and opened the booking and refund applications to process requests. The bots performed more than 10 validations to confirm changes and issue refunds. The airline was able to process 4,000 requests daily instead of 500 without requiring any additional employee help.