

Free up time, increase efficiency and deliver outcomes, with automation from Enterprise RPA

Automation: A C-level priority

According to Gartner, the **top two priorities for CFO's in 2021** includes advanced **analytics** and workflow **automation**¹.

82%

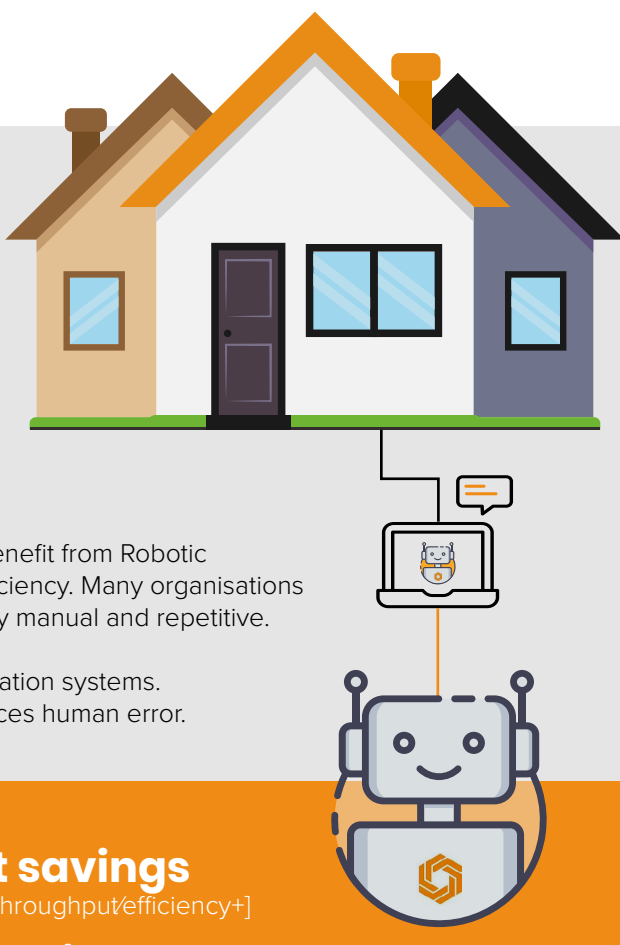
of CFO's expect to spend more time on advanced analytics

66%

predict more time will be spent on automation

This probably comes as no surprise, with nearly any process able to benefit from Robotic Process Automation (RPA) that drives performance and operational efficiency. Many organisations are already realising faster ROI by automating processes that are highly manual and repetitive.

RPA is fast and economical; no changes are required to existing information systems. Transformation promotes a flawless and stable work process that reduces human error.



ROR (Return on Robot)

RPA aligns operational metrics that measure factors like robot productivity, process throughput, average handling time, and service-levels. These are used to define key metrics for success and align insights from the execution of an RPA deployment directly to business impact.

25-60% Cost savings

[productivity, process throughput/efficiency+]

62% Reduction in manual error

[UiPath client valid ROI+]

10 x Faster Claims processing

[+resource impact of RPA process speed/availability+]

>40% increase in Customer Satisfaction

[service response times/channels+]

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“ RPA is seen as a technology initiative of strategic importance to the organisation ”

THE ECONOMIST "ADVANCE OF AUTOMATION"

The housing association business case

Drives process digitalisation, to transform your business and achieve **optimal efficiency** with RPA.

Role: Customer Support

Accountable for: benefits validation; tenant related services; engagement; agreements; community, anti-social behaviour and complaint issues; rent arrears; benefits and policy development.

Challenges: validating universal credit claims; processing Housing Benefit letters requiring cross reference checks; scans and image process; benefit claims and letters at peak periods; limited client-facing time.



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“ By deploying new digital initiatives, we are freeing our skilled people, to offer our Anytime/Anywhere services and features, with a credible response to match ”

ROBERT CLIFFORD, DIRECTOR OF TECHNOLOGY, OPTIVO

Department: Finance

Accountable for: financial performance; audit; risk and governance; technology; income; service charges and invoices.

Challenge: there can be many challenges such as, manually managing large volumes of financial process, and administration across multiple people, spreadsheets and systems. Continually meeting business cycle time pressures, audits, reconciliations, invoice processing and vendor compliance.



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Department: IT

Accountable for: business continuity; IT policy and compliance; IT projects and spend; service delivery and operations, and business standards, equipping people with the tools they need to be productive.

Challenges: supporting home and remote working practices; keeping sensitive data safe; providing secure access to systems; supporting strategic projects; maintaining business as usual. Mandates to increase customer satisfaction and decrease cost.



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Department: Human Resources (HR)

Accountable for: managing and supporting the needs of all employees across enablement; onboarding; leavers; recruitment; payroll; insurance; health; succession; policies and employee experience.

Challenge: continuous change management; legislative changes; payroll change; attracting and retaining new talent; increased personnel support time demands.



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Department: Assets and Development

Accountable for: property portfolio; renewal projects; planned and cyclical property management; new supply; environmental policy; utilities; energy services; stock audits; repairs; inventory; disposals; emergency issues and service improvements.

Challenge: ensuring assets and utilities are fully optimised across all properties; safeguarding standards and responding to change and regulation(s); resourcing multi-channel communications from tenants, teams and suppliers across repairs; maintenance; stock and new supply/developments; working with stakeholders and managing financial impacts and KPI's.



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Partner with the experts: Increase efficiency, drive tenant satisfaction.

At Enterprise RPA we specialise in automating repetitive processing tasks, so you can reallocate valuable resource to support tenants who need it the most. Our approach is designed to help you harness automation as an accelerator, using technology to deliver your strategic essentials, increasing tenant satisfaction by revolutionising service management, quality and speed, with auditable, secure RPA.

With Enterprise RPA automation solutions, your association will benefit from:

Released value – relieve your people of everyday tasks so they can focus on quality tenant support

Fast deployment – implement RPA without re-engineering business processes

Costs Savings – RPA can drive savings of as much as 60%²

High degree of accuracy – get the rules right first time and eliminate manual error

24/7 365 capacity – robots offer a scalable, virtual workforce that serves your tenants, your people and your organisation

Hyper-automation – Return on Robot increases with each new automation - measurable savings that reflect the time, cost, and value recovered

“ Working with an expert partner like Enterprise RPA, can make a real difference to RPA adoption. Your business becomes more efficient, your customers are happier, and your people are freed to concentrate on knowledge-based activities that deliver real value ”

UiPath

Ready to optimise your valuable talent and drive business success?

Why not put us to the test?

Let us show you how to deliver an impactful digital outcome by automating your day-to-day processes, with an RPA demo. Working with subject matter experts and identifying candidate RPA processes, we can show how RPA can work for you, in just a short space of time.

