One of Canada's Biggest Three Telecom Companies Saves CAD 637,000 with RPA

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ORGANIZATION PROFILE

As one of Canada's biggest three telecommunications companies, this brand provides world-class broadband communications services to consumers and businesses across the country.

CHALLENGE

When starting its Robotic Process Automation (RPA) program in early 2017, the company focused only on accounting services, one of the departments within finance. As employees began hearing about the benefits and successes of automation, a new challenge arose: How to respond to other departments requesting automation implementation.

SOLUTION

As RPA implementation has spread across the finance department, the company has been able to continue integrating automation with its core platform, SAP, and other different systems including Treasura, which provides information on things like exchange rates. Another platform called CSG Vantage was paired with automation to download hundreds of reports monthly. 16 teams are now using RPA company-wide. Now, the RPA center of excellence (CoE) serves 700 employees throughout the entire finance organization companywide.

BENEFITS

$637,000
CAD saved with automation

7,000
Hours saved annually

62
Bots in production

16
Teams using RPA company-wide

Processes Automated
- Payroll reports
- Credit card payment clearing
- SAP payment identification and reporting
- Flip tool data extraction
- Accounts reconciliation

Industry
Telecom

"We're developing RPA on different platforms to support our teams. It's been quite dynamic with 16 teams now using automation in finance."

— Senior RPA Manager

STORY DETAILS

SAP continues to be the company's main ledger and the core system of the company's finance department, with 80% of automations based on the platform. Instead of requiring manual work by employees to issue more than 100 special billings via a special billing self-service (SBSS) portal, the invoices are now issued by bots directly in SAP. A major amount of time was saved by using bots to prepare journal entry (JESS) Excel templates, parking, posting, and then clearing them in SAP. Having a single process allowed for better monitoring, tracking and improved controls.

In addition to SAP, bots can now approve lease payments in Leasenet. The company leases a significant amount of equipment, and a special team is dedicated to managing this process. Using RPA, the team automated a specific payment amount threshold that did not require management approval. 90,000 leases were processed by the bots, saving more than 500 hours annually.

Bots were also incorporated into account reconciliation for roaming fees. Prior to automation, the finance team had to confirm if a correct amount was charged by one of 907 international mobile carriers each time a customer used data overseas. The process was very repetitive and often error prone. With RPA, 90% of the process was automated, eliminating 2,400 hours of manual work while improving accuracy.

Over the years, the company inherited multiple billing platforms through the course of various acquisitions. To combat that, a bot was developed to automate the payment settlements for 25 corporate customers who paid using electronic funds transfer (EFT). This standardized procedure reduced the risk of past-due invoices and errors, saving 360 hours of work annually, allowing associates to focus on high complex analysis.

To date, the company has 62 bots in production, saving more than CAD 637K annually with RPA.

THE FUTURE

Over the course of the next year, the company plans to move to an updated version of the Automation Anywhere software, as it plans to move back to virtual desktops before 2021.

Despite employee excitement surrounding bots and automation, a solid RPA culture has not been established yet. The RPA team is working with leadership to devise a solid business plan for the next few years.

> "RPA helps the company execute processes faster and in a more stable manner. The lower we keep our costs, the more that trickles down to our customers."
>
> — Senior RPA Manager

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