

CASE STUDY:

MULTI-LOCATION ROLLOUT OF RPA AT A GLOBAL STOCK TRANSFER AND MORTGAGE SERVICING COMPANY

● The Burnie Group

EXECUTIVE SUMMARY

The client was facing year-on-year cost increases and sought to drastically reduce costs across the organization in a short period of time. Robotic Process Automation (RPA) became the most effective way to achieve this and was given the direct attention and support of the global CEO.

With our Robotic Process Automation program the client was able to improve the speed, quality and efficiency of complex back-office operations. Through the application of deep subject matter expertise and state-of-the-art technology, attaining transformative and measurable results.

CLIENT CHALLENGES

They sought to:

- Completely embrace RPA, following best practice methodology and development
- Deploy RPA workcells across multiple sites globally to create maximum exposure across the organisation
- Rapidly build internally capability to exponentially increase the speed of future implementation waves
- Build a Centre of Excellence (CoE) to govern the program and maximize return on investment across all geographies

“We have started to execute on this initiative this year and expect the benefits to really start to flow next year and beyond”

SOLUTION

An investment was made in undergoing a ‘Lighthouse’ phase to lay the foundations for pipeline development, delivery management, operating model and IT infrastructure.

RPA capability was built by following a ‘See One’, ‘Do One’, ‘Lead One’ approach to implementation waves.

The Burnie Group’s RPA staff were deployed to each geography to configure, test and deploy initial candidate processes. In conjunction with the above, our RPA coaches trained and mentored client resources to build capability. Following a successful first wave, client resources took the lead on delivery management with our oversight and support.



COST SAVINGS

Significant savings realized in both human effort and cost avoidance. Leading to a projected cost reduction of \$20 million over 3 years.



DIVERSIFICATION

Variety of processes automated across a large number of systems demonstrating adaptability & applicability of RPA across the entire organisation.



EXECUTE RAPIDLY

Client capability achieved faster than expected leading to expedited subsequent waves

● **The Burnie Group**

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In-depth insights in record time: Connect with us today to get started!

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