mckarthy labs

Automation enables a niche IT services provider to streamline operations

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The Challenge

To offer the best possible services to their customers in UK and across Europe at any time, this IT services provider was heavily reliant on a highly mobile contractual workforce in addition to their full-time employees. Requests to fulfil key people skills were often sent to our customer and a select group of other competitors. It was therefore vital for our customer to be able to fulfil these resource requirements with the best match, competitive day rate and always on time to beat the competition and win business. This was a real challenge for our customer's recruitment team, as they always had to spend a lot of time to fill and update contractor records that were crucial to be compliant with the contractual process outlined.

Our Approach

We were tasked to look at their current contract execution process for talent fulfilment, with the hope of automating the process to the maximum extent possible; enabling the recruitment team to close customer requirements in an agile fashion.

Partnering with Automation Anywhere, we came up with an RPA solution to replace repetitive form allowing the customer to stay compliant with the work order, logging information across financial management, timesheet management and asset management systems. In a nutshell, removing the pain of updating multiple systems to remain compliant to the contractual obligations set by the customer.

Results

Our contracts & compliance bot helps automate huge volumes of administrative tasks involving frequent updates to financial management systems, contract writing systems, e-sourcing solutions, job boards, asset management systems, work order processing systems, etc. Accuracy was improved to 100% and the time spent by FTE doing these repetetive tasks was reduced, allowing them to be more customer focused, resulting in more wins in a timely fashion.

100%	3x	70%	80%
COMPLIANCE ACCURACY FOR CONTRACTS EXECUTED	REDUCTION IN TIME TAKEN TO RESPOND TO RESOURCE FULFILMENT REQUIREMENTS	REDUCTION IN HUMAN EFFORT TO UPDATE MULTIPLE SYSTEMS	OVERALL IMPROVEMENT IN CUSTOMER EXPERIENCE

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