Are you looking for ways to optimize your business processes, advance enterprise productivity and foster digital transformation? Leveraging robotic process automation (RPA) into your business will exclude time-consuming and repetitive tasks, save resources and streamline key business functions. Infopulse develops efficient RPA solutions that will help your company achieve primary business goals faster, create operational excellence and enhance business value.
WHAT WE DO

Infopulse specializes in the development of intelligent RPA solutions – from basic automation to sophisticated RPA software with multiple actors and data sources. Our RPA expertise can help you automate a broad spectrum of rule-based and repetitive tasks, including multiple systems and applications:

- Detect, open and process emails and attachments
- Automatically log in to various applications
- Process large amounts of images quickly
- Swiftly transfer large volumes of data
- Automate web scraping, data extraction, and database related work
- Streamline API connection
- Automate your legacy systems
- Speed up IF functions and other Excel formulas
- Retrieve structured data
- Compile data from multiple sources
- Conduct sophisticated calculations
- Accelerate form filling
- Facilitate the copy/paste function
- Automate recording and verification processes

RPA TOOLS WE USE
BUSINESS BENEFITS

**Time-Efficiency**
Our RPA solutions allow spending up to 80% less time on highly repetitive tasks, which substantially reduces the costs and operational risks, maximizing ROI. We create efficient RPA bots that can function 24/7/365 with no downtime.

**Swift Adoption**
RPA perfectly functions on top of existing infrastructure. We develop RPA adoption strategy for your business, ensuring that new software robots are compatible with various legacy systems, so there is no need for additional investment in infrastructure transformation or costly system integrations.

**Enhanced Quality**
By eliminating human errors, robotic process automation allows improving data quality and delivering accurate analytics. Our RPA robots are based on robust and efficient algorithms, allowing to create a virtual workforce that makes no mistakes.

**Added Value**
Infopulse’s RPA service helps to redirect your employees’ creativity into other projects. With a successful RPA implementation, your employees can focus on business-critical aspects of your enterprise and perform meaningful tasks instead of tedious mundane work.

**Fully-Fledged Fraud Prevention**
RPA is capable of safeguarding vulnerable data by tracking and instantly reporting possible fraudulent activities. We develop RPA solutions based on complex and effective algorithms that monitor specific data 24/7 and notify employees when system anomalies occur.
We create state-of-the-art intelligent robots that empower and safeguard the financial industry. Implementing financial RPA solutions accelerates both backend and frontend financial operations, and allows avoiding costly and potentially dangerous errors:

- Efficient automation of KYC, background checks & account verification, credit scoring, crosschecking, account reconciliation, tax accounting, and other data management processes.
- Processing of invoices, claims, credits, loan applications and various types of requests and reports.
- Effective protection against financial cyber fraud.
- Blocking of breached financial accounts and automated scanning of negative files.
- Fast and error-free integration and consolidation of data from legacy systems.
Custom RPA bots, developed by Infopulse, are able to process immense volumes of data and automatically execute tasks in real-time. This feature significantly increases business agility of the telecom industry, which is imperative for telecom vendors:

- Automation of key telecom processes – billing, data entry, and order fulfillment.
- Instant cross-application data collection, transfer, and consolidation.
- Enhanced network performance with no probability of occurring errors.
- Hybrid automation – formation of an effective collaborative environment for the digital and human workforce.
Advanced healthcare RPA bots can transform the healthcare industry by delivering more efficient, affordable and patient-centric services. By removing time-consuming manual tasks, Infopulse’s RPA solutions eliminate operational pain points and accelerates the major healthcare processes:

- Make patient appointment scheduling fast and convenient
- Simplify account settlements and automate audit reports for healthcare specialists
- Accelerate clinical documentation flow and exclude any possible errors
- Generate accurate patient data records that help to improve treatment

RPA FOR HEALTHCARE
The modern retail industry is surging forward and excessive workloads can no longer be managed manually with relevant efficiency. Our Robotic Process Automation service can help retail entrepreneurs empower service delivery and create operational agility to stay competitive:

- Swift inventory management and return processing, supply & demand planning
- 24/7 automated customer support services
- Improved lead nurturing & sales (Quote-to-Cash, Order-to-Cash) processes
- Automated workflow, CRM/ERP integration & data processes management
- Accurate consumer behavior analysis
Turn your customers’ energy consumption data into the value-added personalized experience with RPA. Leverage your business efficiency and boost business excellence by automating with 40% of manual operations, reducing data processing time by 50% and improving operational efficiency by up to 75%:

- Pre-drill planning & scheduling for oil & gas, energy grid management, automating meter data readings & corrections, delivery monitoring, exceptions handling, environmental health & safety reporting
- Equipment & production assets condition management with automated checks & alerts
- Energy trading & finance operations: supply & demand management, joint venture accounting, invoicing, lease record management, dynamic billing, prices fluctuations tracking, tariff changes management, payment processing, debt collection, etc.
- Smooth adaptation to regulations changes
- Accounts management & personalization, utility program requests handling, powerful customer insights and much more.
By integrating sophisticated RPA solutions into governmental and public sector processes, Infopulse can help you transform back-office functions. Such RPA-powered transformation significantly improves citizen engagement and experience, while reducing costs and increasing employee satisfaction:

- Swift document processing and verification across multiple legacy systems
- Error-free real-time data analytics and audit
- Fast-rate policing, reporting and licensing and applications
- Efficient transaction processing and tax calculations
- Simplified compliance with laws and regulations

RPA FOR PUBLIC SECTOR

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- Efficient transaction processing and tax calculations
- Simplified compliance with laws and regulations
OUR APPROACH TO RPA IMPLEMENTATION

Identification
Infopulse assembles a team of RPA experts who identify possible development opportunities through accurate examination and relevant workshops. Afterward, our RPA team selects a few simple processes for automation to show how exactly does RPA work, and what are the specific benefits of RPA implementation. The main goal of this phase is to improve the client’s general understanding of RPA technology.

Pilot RPA Project
We launch a pilot RPA project into specific processes. During this period, our consultants design a proper RPA architecture and do most of the work. At the same time, a number of selected employees keep track of the enabled automation. This phase demonstrates the advantages of RPA in action and educates employees about technology.

Implementation
At this stage, RPA bots are deployed to your enterprise systems. Now, most of the work with RPA is done by the internal staff under the expert supervision of our consultants. This stage benefits the development of internal RPA capabilities.

Consulting, Support and Maintenance
At this stage, the customer’s staff is able to maintain and manage RPA themselves, and may implement it into other processes to create business value. If any issues arise, Infopulse offers professional RPA consultancy and support services.
ADVANCED RPA SOLUTION
FOR A RESTORATION & CONSTRUCTION COMPANY

Client Background
Our customer provides various types of construction works, fire and water damage restoration, daily or special cleaning, and waste management services across the Nordic region.

Business Challenge
The company receives a large number of customer inquiries, some of which have a high level of urgency, and must be resolved in the shortest time possible. The primary business challenge was to ensure swift and reliable inquiry processing while reducing human workload. Moreover, our client had to optimize numerous financial operations, specifically invoice creation, budget updates, and management functions – generation of weekly/monthly reports.

Infopulse experts consulted the client and suggested the adoption of Robotic Process Automation (RPA) to streamline the key business functions and establish an efficient financial management system.

Solution
Infopulse has developed an advanced RPA solution that provides complete integrated 24/7 automation of many business-critical processes. In combination with two communication portals – In4mo, a claims processing solution for insurance and construction companies, and Plivo, a voice and SMS platform – the unattended RPA robot performs the following functions:

- Checks the e-mail inquiries and identifies the task type (construction, restoration, etc.), insurance company name, project code, etc.;
- Assigns the task to the responsible manager and informs him via an SMS notification;
- In case of emergency, managers receive a phone call. If the manager is unavailable, the team manager is informed.
In addition to automating the customer inquiry processing, the RPA solution was integrated with the Uni Economy accounting system in order to streamline financial management. As a result, the RPA system automatically:

• Registers a project in the system;
• Generates invoices in accordance with the e-mail information;
• Checks the invoice correctness and sends it to the customer;
• Maintains and updates the project’s budget information;
• Creates and delivers weekly/monthly financial and management reports.

**Business Value**

Infopulse RPA solution currently automates 98% of the core customers’ daily business processes, with only invoice correctness checking left to employees, as the customer requested. As a result, our customer received:

• Full automation of 18 business-critical processes, including inquiry processing and financial management;
• Efficiency improved by 5 full-time equivalents (FTEs);
• 3X increase in the speed of case processing from 9 insurance companies, with just 24 seconds per case;
• A more precise and optimized manager notification system, with 200 SMS sent daily instead of 500.

**Technologies & Tools**

RPA  UiPath
ABOUT INFOPULSE

Infopulse, part of the leading Nordic digital services company TietoEVRY, is an international vendor of services in the areas of Software R&D, Application Management, Cloud & IT Operations, Cybersecurity to SMEs and Fortune 100 companies across the globe. Founded in 1991, the company has a team of over 2,000 professionals and is represented in 7 countries across Europe and North America.

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