# Digital Workforce of the Future in Robotic Process Automations

We aspired to: Create the most mature standard for RPA deployment across SSC; Take the automations completely away from people & laptops and desktops; Move to the Digital Workforce Concept.

Our innovative RPA framework is fully utilizing Robotic IDs and Virtual Machines. VM farms are fully scalable to manage volume peaks and offer instantaneous overview of all robo-transactions.
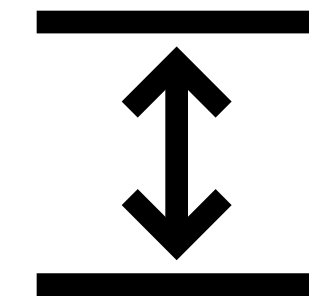
**accenture**operations

*The automation resulted in 30% increased productivity of the team, process cycle time reduced by 60%, 100% quality (human-errors eliminated), key metric Days Dispute Outstanding improved by 40%.*
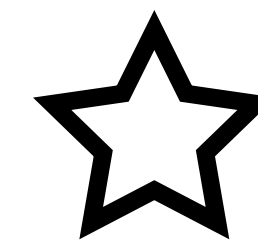
**PRODUCTIVITY**

## 15% increase

15% increased productivity

**PROCESS**

## Standardization

Designed a universally replicable and standardized process.

**CLIENT BENEFIT**

## 38% improvement

Improved E2E cycle time by 38% compared to 2014

# The Team