Nsight

AWS® and Microsoft Azure® Service Order Processing Automation

Order Processing Automation reduces running costs, errors, and anomalies with Robotic Process Automation (RPA)

ABOUT THE CLIENT

The client is an American multinational cybersecurity company headquartered in Santa Clara, California. Listed in the Forbes Digital 100, the client has a presence in more than 150 countries across the globe.

NSIGHT ADVANTAGE

Nsight has a team of experts who are highly experienced in RPA technologies and can help leverage the full power of UiPath.

A proven end-to-end RPA implementation approach enables our clients to accelerate their process automation journey.

Comprehensive RPA development services with experience delivering seamless process automation for small and medium-sized enterprises

Adept at helping clients address the challenges in the digital environment with proficiency in new-gen technologies like Artificial Intelligence (AI), Machine Learning (ML), Big Data and Analytics, and Robotic Process Automation (RPA).

CHALLENGES

- The client received multiple service orders through emails, phone calls, text messages, and other modes of communication.

- It took a long time to collate and input the subscription details from service orders and manually place the same orders over AWS and Azure marketplace. For each order, sales consultants had to wait for the system to generate the offer ID for customers or stakeholders, which was time-consuming.

- The reports were generated using spreadsheets that were prone to errors, difficult to share, not secure, and gave multiple versions of the truth.

SOLUTION

Nsight's vast experience in Robotic Process Automation, AWS, and Azure helped the client to build an automated service order processing solution. The team recommended, UiPath, a leading RPA technology, to automate the client's service order processing and established the robust RPA platform via a zero-touch architecture for service procurement and activation.

- As part of the solution delivered, the bot reads the orders received from the different channels and stores them in central repositories.

- RPA bots processed the orders related to different services and automatically placed them in the vendor marketplace (AWS and Azure).

- The bot (instead of sales consultants) waited to generate the offer ID and activation steps. After offering ID generation, the bot automatically creates copies and mails confirmation to the customer with minimal human intervention.

- If there are data issues (in the received orders), the bots send automatic notifications to the vendors with an error message for the corrections.

BUSINESS BENEFITS

- 70% reduction in the manual effort

- Faster processing time of service orders

- Reduced error rate with automated processes

- Accurate report generation based on updated and precise data from disparate sources

- Scalable solution that can expand to suit the growing needs of the client