

## Case Study

# Automating Monitoring Processing using MS RPA

## About the Customer

The client is a prominent IT outsourcing service provider, managing a vast network of clients with diverse technological needs. With a widespread infrastructure comprising numerous data centers, a multitude of servers, and a workforce exceeding 10 thousand professionals, the organization is recognized as a leader in IT outsourcing services, both nationally and globally.

Facing challenges with their intricate and sluggish invoice processing system, the client sought the assistance of ADACTIM to streamline and enhance operational efficiency. ADACTIM's expertise and tailored solutions played a pivotal role in transforming the client's cumbersome invoicing processes, resulting in a more seamless and effective system.

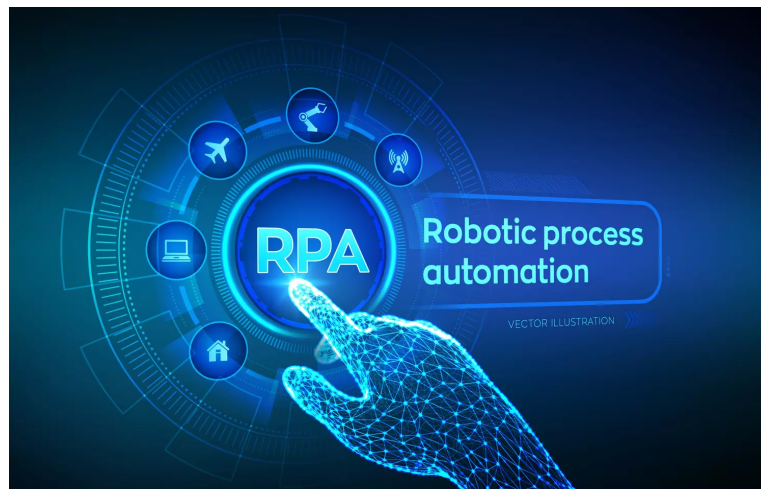
## The Challenge

One of the primary challenges confronted by the company in the realm of IT outsourcing was incident processing, particularly with a staggering volume of more than 50,000 incidents requiring manual management. Compounded by the directive to handle this substantial transaction load with minimal hiring and operational costs, the process became labor-intensive and prone to errors. Specifically, the IT support department grappled with the following issues related to manual incident processing:

- **Prohibitively Slow Incident Resolution:** The incident processing time was excessively prolonged, particularly in dealing with pending incidents.
- **Heightened Risk of Discrepancies and Exceptions:** The manual handling of incidents introduced a significant likelihood of discrepancies and exceptions in the processed incidents.
- **Elevated Employee Attrition Impact:** The high rate of employee turnover adversely affected both productivity and service quality within the IT support department.

- **Inadequate Vendor Management System:** The existing system for managing vendors was notably deficient, lacking transparency in tracking outstanding liabilities and creating inefficiencies in the overall process.

In response to these challenges, ADACTIM implemented a comprehensive solution focusing on incident management through Centreon and ticket creation using GLPI. The objective was to minimize the incident resolution time, enhance accuracy, and optimize the overall efficiency of incident processing, thereby addressing the specific needs of the client's IT outsourcing framework.



## RPA Solution

After 15 years of proven credibility in providing exceptional IT consultancy services, ADACTIM was unanimously chosen as the company's automation partner. Following a thorough examination of the entire alert processing system and analysis of all information, ADACTIM designed and implemented a streamlined customer account process using Robotic Process Automation (RPA) utilizing Power Automate's AI model development technology.

The automated steps included:

- Collecting documents from various sources to consolidate them onto a single integrated platform built on Power Apps.
- Indexing each document and storing it in SharePoint online.
- Understanding the context of the document and converting unstructured data into a structured format.
- Extracting header information and processing alerts alert by alert.
- Performing verification steps such as matching billing data with that in the existing internal monitoring system, associated purchase orders, the master customer database, and other relevant checks.

- Identifying and correcting any discrepancies and routing them for approval or rejection.

## **Result**

A successful implementation of an automated customer account process meant a transparent audit trail of tasks involved, easily accessible electronic system of documents, reduction in operational costs, decreased manual hours and pending alerts, improved data accuracy, and more. After the success of the aforementioned instance, ADACTIM has also identified other processes for automation and has now implemented 10 additional bots in alert processing.

# **Contact Information**

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