



Case Study

# Leading Energy Company Achieves \$1 Mn ROI with LTI's Intelligent RPA

## Client

The client is a Fortune 500 company and one of the largest producers of NGLs and one of the largest natural gas processing companies in the U.S.

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## Challenges

In order to improve the operational efficiency and build next-gen digitized operations, the client wanted to implement intelligent RPA. Additional challenges included:

- Manual intervention and multiple human touchpoints across processes
  - Increased data input errors due to mundane and repetitive nature of work
  - BOT performance issues while reading structured & unstructured data
  - Compromised quality due to aggressive deadlines & inept deliverables by competing vendors
  - Lack of extensive product support model & incident resolution
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## LTI Solution

LTI adopted the following 3-step approach to address these challenges:

### LTI's Three-Step Approach to Automation



#### Discovery

Detailed discovery sessions with various business teams to identify & assess potential RPA bots. Process identification using our Multi Lens framework that shortlists processes prioritized on different factors like Rol, complexity and business objectives.



#### Plan, Design & Implement

Quarterly targets of 3-4 bots that were a mix of complex & quick wins. Emphasis on reusable components, scalability, metabots & configuration-based design. IQ bots used to read structured & unstructured PDFs.



#### Analytics Dashboard & 24/7 Support

Intelligent Bot Governance Dashboards developed with unified business, IT & operational views for better transactional level, bot performance level and cost related insights respectively. 24/7 round the clock support offered even during weekends to address production issues. New operational guidelines were set for production support to cut down the time taken for return to service.

## Discovery

We conducted detailed discovery sessions with various business teams to identify & assess potential RPA bots. Process identification was conducted using our multi-lens framework that shortlists processes prioritized on different factors like RoI, complexity & business objectives.

## Plan, Design & Implement

We planned quarterly targets of bots that were a mix of complex & quick wins. We emphasized on reusable components, scalability, meta bots & configuration-based design. Also, IQ bots were used to read structured & unstructured PDFs.

## Analytics Dashboard and 24\*7 Support

We developed Intelligent Bot Governance Dashboards with unified business, IT & operational views for better transactional level, bot performance level and cost related insights, respectively. We offered 24/7 support to address production issues.

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## Business Benefits

- **USD 1 million ROI**, and further savings of USD 2 million (projected) for the coming year.
- **30,000** hours saved, post Intelligent RPA implementation
- **40% reduction** in change requests & incidents for defects and bot failures
- **13 bots** added to the system

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