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.

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

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 RoI, 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.
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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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