



BUSINESS STORIES

APPLICATION PROCESSING

AT A GLANCE

CHALLENGE

- £190,000 total process cost
- 60K applications per year
- 5 FTE staff unable to handle volume

BENEFIT

- 70% automated
- 100% accuracy
- Backlog and compliance issues dealt with

CHALLENGE

A small application processing team in the public sector was unable to process >1,000 applications per week with increasing volumes and a request to increase the headcount denied. Inefficiencies and errors were causing an overtime backlog and compliance issues.

SOLUTION

- ✓ Encouraged the client to follow the 'Fast Start' line, taking the 'Tactical' route to deploy one scalable digital worker.
- ✓ Working together, we developed an end-to-end standard application handling and exceptions routing system to automate much of the process.

BENEFIT

SPEED

By introducing a standard application handling and routing system we were able to help the client automate much of the application process, speeding it up and reducing errors.

EFFICIENCY

This meant overtime could be reduced and there was no need for the team to hire a new member of staff.

RESULT

In just 45 days we were able to work with the client to implement a new streamlined system that automated 70% of the application processing tasks. This freed-up staff time and reduced errors by 100%.

The client saw a return on their investment in less than 7 months.



"This small team were struggling to process over 60,000 applications per year and didn't know how technology could help them.

In just 45 days, we helped the team by automating 70% of the process, reducing workload, increasing capacity and eliminating errors."

STUART MCMILLAN

Generator