

SVA Enhances the Customer Experience with Tricentis RPA

In 2015 SVA, an Austrian social security agency, committed to a bold digital transformation initiative. By 2020, they wanted to move from focusing exclusively on manual and paper-based processes conducted at regional offices to making digital transactions globally available 24/7.

In parallel with a core system redesign, SVA implemented RPA to connect that new system with legacy systems which were not readily accessible via APIs. Just months after learning about RPA, they had 2 bots deployed in production. The first bot handles 2000+ transactions daily, saving over 100 man hours per week.

Background

SVA is Austria's social security agency for the self-employed. Their customer base has been growing at a rate of 7% annually, which translates to an escalating workload each year. However, they want to go beyond scaling their existing services. They are dedicated to delivering innovations that increase customer satisfaction, streamline internal operations, and bolster their reputation as an industry leader—and they have launched an aggressive digital transformation initiative to ensure that these goals are met.

Challenges

- Corporate expectations to increase service speed, accessibility, and accuracy...on a tight timeline
- Vital data locked up in 20 kilometers-worth of paper files as well as legacy systems that could not be readily connected to their modern systems
- Completing end-to-end transactions across systems required manual transfer of data (inaccurate and costly) or nightly batch processing (extremely slow and disruptive to the customer experience)

Solution

After seeing how Tricentis test automation revolutionized their quality efforts by eliminating repetitive manual testing tasks, SVA was inspired to explore if Tricentis RPA could help them optimize broader business processes by eliminating repetitive business tasks. Specifically, they were looking to automate the routine work of transferring data between legacy systems and their new core system to accelerate processing while increasing accuracy. In the initial phase of the project, they deployed two bots into production just months after learning about RPA. The first bot automatically pulls all the data required to start a transaction, allowing SVA employees to immediately start processing a claim (without manually logging into the workflow engine, searching for the appropriate data, then transferring it over to their new core system). This bot receives approximately 1300 transactions per day—and it successfully processes over

90% of them without requiring any human intervention. The automation saves them 60 seconds per transaction, totaling about 20 hours per day.

The second bot operates at the other end of the process: automatically approving and closing claims according to predefined business rules (e.g., four-eyes requirements, etc.) This bot receives an average of 400 transactions per day, and less than 10% require any manual inspection or intervention. Automating these processes is estimated to save approximately 6 man hours per day.

Together, these 2 bots eliminate the repetitive manual work of 3 FTEs. With this routine work covered by the RPA “robot” that they named “Robert”, the employees spend more time on higher value work and focus on what really matters most: customer experience.

