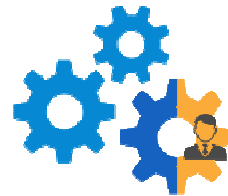


Robotics Solution for Healthcare Service Provider



Business Challenge

- Faxed Orders keyed into client application
- Turn-Around-Time ranges from 15-60 mins. based on urgency and equipment ordered
- KPI - 95% accuracy (each error is critical)
- No. of pages in a fax range from 1 to 70
- 30% to 40% Orders are > 10 pages
- Citrix platform with limited input validation Agent has to capture ~ 84 field



Robotics Solution

Auto fill from Digital Fax

Eliminate verifications

Lesser errors, Reduced TAT



Benefit

- ~ 30% cost reduction
- 35% reduction in errors
- Reduction in Turn-Around-Time of ~8% in Phase 1
- Improvement in customer satisfaction
- Better Agent experience
- Automatic MIS to monitor Agent Productivity