**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