

# telemach

## Case: Robot Process Automation (RPA) Implementation

### About the client

Telemach Slovenia, part of the United Group, is a leading provider of paid video content, fixed internet services, and rapidly growing mobile telecommunications.

### About the project

Implemented for Telemach, our project automated payment verification with RPA, effectively minimizing errors and optimizing staffing levels. This streamlined solution not only enhanced operational efficiency within set timelines and budget but also underscored the significant benefits of automation in improving accuracy and reducing manual workload in telecommunications processes.

### Challenges

- **Manual processes:** Manual entry of payment verification data was labor-intensive and error-prone.
- **Overstaffing:** High staffing levels required to handle manual processes.
- **Error rates:** Frequent errors due to manual data entry.

### Outcome and benefits

- **Reduced errors:** Minimized errors in payment verification.
- **Staff optimization:** Freed up staff for other tasks by automating repetitive processes.
- **Timely implementation:** Completed the project within the set deadline and budget.

### Project goals

#### RPA deployment:

Implemented RPA to automate the process of verifying payment proofs.

#### Accuracy improvement:

Achieved high accuracy in character recognition from images.

#### Operational efficiency:

Reduced the need for manual intervention in the verification process.

### Key numbers

# 95%

Document recognition accuracy rate

# 20x

Faster process than before implementation of software robots

### Additional insights

The successful RPA implementation highlighted the efficiency and accuracy benefits of automating repetitive tasks in the telecommunications industry.