



KONICA MINOLTA

INTERNET SERVICE PROVIDER CUTS REPORTING TIME FROM ONE AND A HALF DAYS TO JUST SIX MINUTES

EXECUTIVE SUMMARY

Konica Minolta delivered an agile automation platform that enabled the Internet Service Provider (ISP) to slash the time it took to provide clients with service level reports from one and a half days to almost real-time. The Konica Minolta Intelligent Automation solution has freed up valuable company resources to manage strategic business issues.

CUSTOMER PROFILE

Founded in 2005, the forward-thinking provider of high speed fibre and microwave networks has enjoyed sustained business growth through a commitment to ensuring its business clients remain connected to high speed, reliable internet without interruption.

“BY PROVIDING VIRTUAL WORKERS, EXECUTION TIME WAS GREATLY REDUCED FROM 1.5 DAYS TO PRODUCE A REPORT TO A MERE SIX MINUTES”

Manager
Telecoms

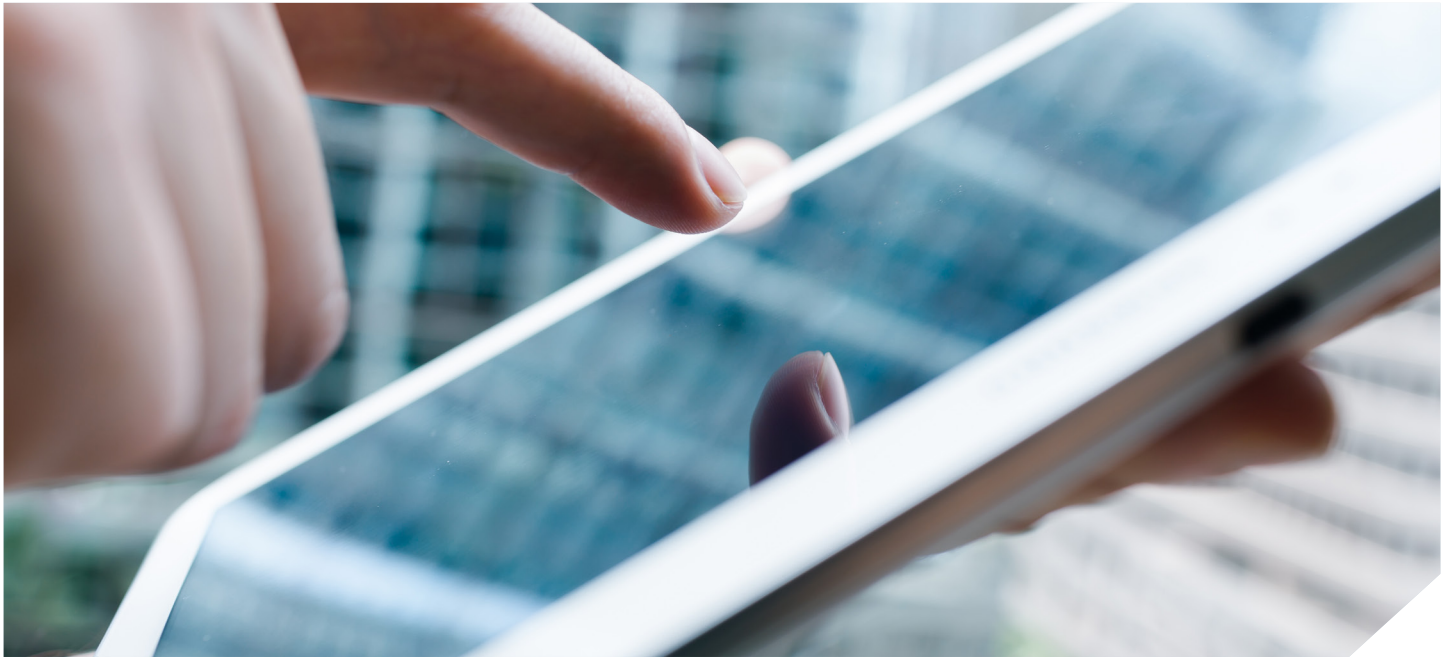
CHALLENGES

In line with its provisional service strategy, the company was required to deliver service level reporting to clients on their environment. The service reporting process was both time- and resource-intensive. It involved employees having to access multiple systems, manipulate data, select key information and then format it into relevant documents. The time it took to deliver customer service reports was at an unsustainable level of one and a half days, a status quo that was preventing the company from reaching key service levels within its growth strategy.

Additionally, as a trusted internet provider, the company was in a strong position to add additional value-added services to its enhanced internet provision. However, designing and delivering these additional services had become more resource-intensive than anticipated and it was under pressure to deliver on plan. With strategic growth plans under threat, the company realised it required new technology to intelligently automate processes that would enable it to expand its services offer without increasing costs and identified Konica Minolta Intelligent Automation as a perfect fit.



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SOLUTIONS

Konica Minolta Intelligent Automation automated the reporting process, removing the requirement for employees to manually access and evaluate multiple systems. Instead, a virtual worker quickly and accurately performs each step.

In addition to automating reporting, the Konica Minolta Intelligent Automation team worked with the business to enhance its customers' experience, building a web portal where clients could access up-to-date reports on-demand.

BENEFITS, RESULTS, ROI, FUTURE

Konica Minolta Intelligent Automation has automated repetitive manual tasks using software robots, saving the company time and money. Now, virtual workers seamlessly replicate employee interactions, access multiple systems, cross reference data, validate requests against service levels and produce reports in the clients' preferred format. Through intelligently automating reporting, the time it takes to produce clients' service level reports has been slashed from one and a half days to a mere six minutes.

The new web portal means that the ISP can now seamlessly provide clients with access to reporting in real-time. This has freed up valuable company resources, freeing staff to focus on strategic business issues.

With Konica Minolta Intelligent Automation, the ISP is now enjoying 100 per cent execution accuracy, significantly improved service quality and has realised a 300 per cent increase in productivity.