rts Resolve Tech Solutions

Building a Team of Busy Bots: Robotic Process Automation

Project Overview

RPA is now a major force in the enterprise automation market. In 2020, the global RPA market was valued at $2.4 billion and is expected to grow to $12.8 billion by 2027. CenterPoint Energy, a Fortune 500 energy company that provides electric and natural gas services to over 7 million customers in the states of Arkansas, Louisiana, Minnesota, Mississippi, Oklahoma, and Texas, has been a long-standing client partner of Resolve Tech Solutions and embarked on the RPA journey together.

As the business continued to evolve, mature, and modernize technology and processes they wanted to find a way to become more efficient in pulling reports and automating day-to-day tasks. The project started with a roadshow of RPA tools to help the business units understand what they could automate. After the introduction of RTS enabled 'busy bots', mini-sessions were conducted to gain a better understanding of what processes each unit was running hourly, daily, and monthly. Any repeatable processes that were considered tedious and time consuming were entered into the RPA program.

RTS started with the implementation of one bot and over the years the RPA project now has over 10 bots running 45+ business processes for various business units, pulling from an array of data resources.

Benefits for RPA

Reduced costs: RPA can help to reduce costs by automating repetitive tasks that are currently performed by humans. This can free up human workers to focus on more strategic and value-added tasks.

Improved efficiency: RPA can help to improve efficiency by automating tasks that are currently performed manually. This can lead to faster processing times and fewer errors.

Increased accuracy: RPA can help to increase accuracy by automating tasks that are prone to human error. This can help to improve the quality of data and reduce the risk of financial losses.

Improved compliance: RPA can help to improve compliance by automating tasks that are required by regulations. This can help organizations to avoid fines and penalties.

Technologies Used

RPA Implementation Challenges

With any project and new technology, expectations need to be managed, and challenges will be overcome. Having a highly technical team that could truly solve by looking at the current processes and working on creating an RPA that would be better than expected was needed to ensure that through the project roll-out, each business unit became a champion of RPA. When working with bots, the challenge isn't just getting the process automated but achieving continuous process improvement

Leveraging SAP Expertise for Seamless Integration

CenterPoint Energy utilizes SAP as its ERP system. Having deep expertise in SAP and successfully working with over 40 SAP clients, the RTS team was able to understand not only the business processes but how the technology works.

RPA processes were implemented in SAP to:

- Automate financial reports for past-due balances.
- Automate billing reconciliation.
- Automate, create, and send exception reports for multiple SAP business units.
- Automate rate cases and help the team avoid any regulatory fines and improve their audit scores.
- Create efficiencies by automating the sending of SAP reports to distribution lists.
- Automated testing for the S4 HANA Migration by taking different scenarios and cases and doing comparisons with an auto send of exception reporting.

Efficient Postproduction Support for RPA Program

The RPA program at CenterPoint Energy was developed using a Center of Excellence. Included in this model is postproduction support.

This is a dedicated team of 1-2 team members per shirt, monitoring the bots to ensure they work seamlessly.

In the case of error, SLAs are developed to minimize business impact. RTS is happy to report that there have been no major post-production issues aside from system refreshes and patching to date.

By the Numbers:

$10M
in cost savings

100,000+
manual hours saved

5 hour processes
now take **15 minutes**

Why RTS:

Resolve Tech Solutions (RTS) is an award winning mid-sized consulting and IT staffing firm, headquartered in Dallas, Texas, specializing in helping organizations achieve their IT modernization goals through core business system modernization and migrations, digital transformation services such as custom application modernization, data modernization, cloud-native and mobile development, and AI/ML and RPA enablement. RTS has the future-minded expertise to take your businesses into the future.

We strive to empower our client partners to lead technology transformation journeys by providing unparalleled service excellence and continuous investment in our people. At RTS we envisions a world where digital and AI technologies drive limitless possibilities. RTS strives to accelerate our customer's technology's transition with commitment to continuous innovation and cutting-edge solutions. Together, we can revolutionize the digital and AI landscape to make new possibilities in our world.

Let's Talk:

www.resolvetech.com

info@resolvetech.com

+1 214.310.1020

www.linkedin.com/company/
resolve-tech-solutions/

Dallas
15851 Dallas Pkwy Unit
1103,Addison, TX 75001

Houston
1500 S. Dairy Ashford Rd.
Houston, TX 77077

Washington DC

Bangalore

Kochi

Hydrabad

Gurugram