



Case Study - Services Australia Automation

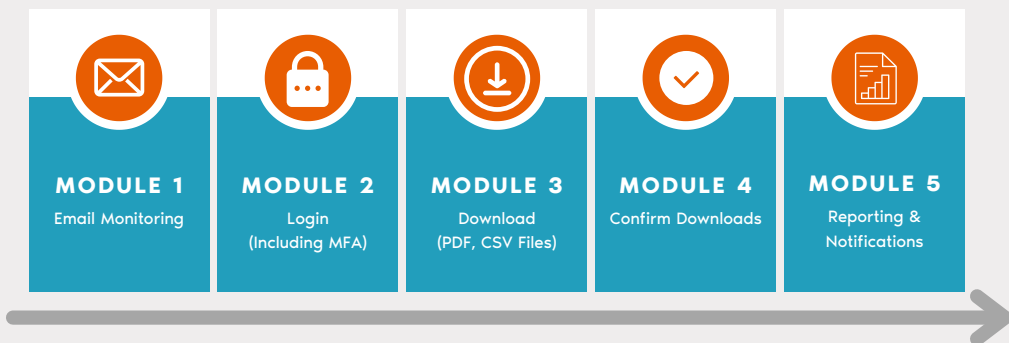
Realise operational potential

At ProcessX we are committed to helping businesses streamline their processes and unlock their full potential by improving the efficiency and quality of operations.

Typically, as organisations grow, processes inevitably become more complicated making day to day operations difficult for both customers and employees. Intelligent automation can help to identify and dismantle bottlenecks thereby improving efficiency. The first step towards automation needs to be focused on process design and assessment. Our expert consultants evaluate your current processes and operations.

We offer advice on process improvement using lean six sigma combined with process mining, as well as on implementing robotic automation. Our team is passionate about working alongside every client individually to optimise operations. Our tailored services are unique to each of our clients, which is the only way to ensure long-term, sustainable results.

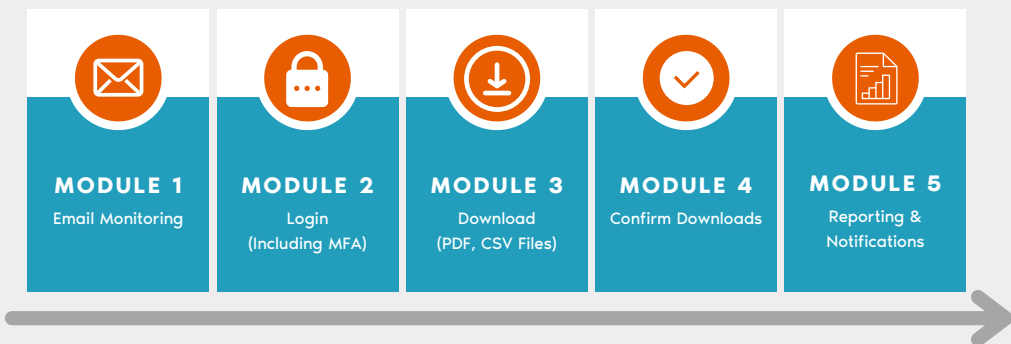




PROBLEM

A major ASX listed Aged Care Provider engaged ProcessX to help with conducting a process review to help with improving operational efficiency within various business units.

There were multiple systems involved in the this process which included both internal and external government portals. This monthly process of downloading statements for all their Facilities took more than 2 days a month and in some cases required the staff to work additional hours. This is a business critical process and any delays would impact the delivery of P&Ls for the business unit.



SOLUTION

The team at ProcessX engaged with the staff and understood the complexities of the process and were able to ascertain automation opportunity.

A new future state process was designed with the subject matter experts. The process was then automated on UiPath platform using best practice REFramework.

RESULT

The automation has since started saving 192 hrs annually and provided the staff with work life balance by not having to work additional hours.

It has ensured that the Accounting Team now has access to the statements as soon as they are available on the government portal for compiling P&Ls.

1

Employees being able to start working normal hours

2

Saving of 192 Hours Annually

3

On time availability of Payment Summaries for P & L Statements

ProcessX is a Melbourne-based consultancy with a specialist focus on process automation and business optimisation. We offer end-to-end process improvement and intelligent automation services, designed to help make your business more efficient and streamlined for both employees and customers/clients.

The ProcessX team has many years of cross-industry experience in service improvement and business process management across various industries, and the public sector. We specialise in business process improvement and intelligent automation in aged care, healthcare, disability care and higher education sectors.

PROCESS MINING

PROCESS IMPROVEMENT

PROCESS AUTOMATION

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