

Case Study

RPA Rescue Mission

Industry: Healthcare



Project Background:

A leading provider of physical therapy and rehabilitation services, operating 200 outpatient physical and hand therapy centers in the US.

Client started their RPA journey in early 2019, purchased UiPath and engaged with a system integrator for strategy and implementation of the Insurance Eligibility & Optum Authorization process automation.



Challenges:

The original SI's strategy was flawed and was not driving any results, 6 months passed, and there were zero automations in production.

C-level executives were not seeing any return on their investment and the idea of killing the entire RPA project surfaced.



Solutions:

- After 2 weeks of initial assessment, JOLT deployed a team of 24 highly qualified, UiPath certified resources, to work with the client team to finalize requirements for the processes (carriers) and perform BOT Translation for the technical design and Solution Design Document (SDD).
- Within 12 weeks JOLT deployed 9 Processes in Production.
- JOLT continues to support the automations deployed with white glove managed services with control, monitoring and admin, incident management, release management, bot health and performance reporting.

Results:



Eliminated Outsourced Labor

Reduce offshore manual labor (\$5/- transaction).



\$570,000

Estimated savings in 2020.

