

Digital transformation with Bot, a journey of

- Converting 2 hours work to 2 minutes
- Reducing operational cost by 95%
- Meeting 100% TAT
- Finishing the backlog of 2500+ amended application in just 15 days

Summarizing Situation

A Government's Tax registration form has around 250-300 fields. If any changes are required in the information filled during TAX registration, all business owners use TAX Amendment form where they submit the changed information. Ministry of Finance receives 100+ amendment requests daily from the business owners.

Ministry of Finance has a defined process and an operations team whose responsibility is to cross-check amendments desired and verify and/or validate supporting documents (if any) before approval.

It has been observed that the operations team, on an average takes 1-2 hours to check and verify the amended form. This process takes a lot of time and team is unable to furnish data and/or information on time. The result is that there are lot many applications pending for verification state.

Impact on the Business

Ministry of Finance is failing to meet the promised turnaround time (TAT) of verifying amended information and reflecting the updated information on their website. To meet the TAT, the Ministry of Finance hiring additional team members and, as a result, an increase in operational cost by 83%.

The team either accepts, rejects or requests the business owner to submit more information. There are many cases where lot of follow-up is required with the business owners to submit more information to support the changes desired. It has been analyzed that the team's productive hours are lost in these to and fro communication.

Despite set process and a trained team, another challenge is improper verification therefore incorrect information being updated in the system due to human errors.

Resolution

Analyzing the process, Systematix infotech RPA expert found that a lot of form fields can be automated to a great extent and will not require human intervention. Humans should verify details which actually require human intervention like checking supporting documents. To improve productivity and helping the client to meet the TAT, Systematix Infotech RPA professional wrote a detailed logic with process modification that outline what all will be completely automated using bots and where in the process human intervention is required.

To modify the process and suggesting a new improved process, Systematix Infotech used mindmaps. The professionals reviewed each field of the form and created a KRA for bot and human against those fields. This kind of detailed study helped Systematix Infotech to propose a new process to the Ministry of Finance. This also helped in defining clear roles and responsibilities and defining specific activities that the bot and human is supposed to perform. The solution is highly secure and scalable to meet any additional requirements from the client.

New Process Walkthrough

It just takes 2 mins for the bot to verify and validate the form. As soon as the system receives the new amendment application:

- The bots read the data, picks amended information and writes that in the excel sheet
- The bot is intelligent bot. As per defined decision flow, the bot decides to Approve or Reject the application or Ask for more information and writes a comment against the decision taken
- After all applications are read and acted upon. It then creates summary report on how many VAT forms are approved, rejected and submitted for more information
- Bots ends the process with mailing the report to defined stakeholders

Resolution Impact

A successfully deployed solution that empowered Ministry of Finance to clear backlog of all 2500+ applications for amendments in just 15 days. And henceforth no application for amendment crossed the TAT time.

Major impacts are as below

- Reducing operational cost substantially by 95%
- Accuracy of records
- Improved productive team

About Us

Incorporated in 2005, Systematix is a global IT services and solutions company, transforming industries with the digital solution across web, mobile, IoT, RPA and data science. With a talented and experienced team of 250+, technology expertise and CMMI Level 3 appraised processes, we are a trusted technology partner of many leading ISV, Automotive, Manufacturing, Engineering and OEM companies.

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