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Revolutionizing Recall Management

Business Challenge

Recall Management process is a manual and repetitive process. The Clients's RMS team receives ~450 recalls per year.

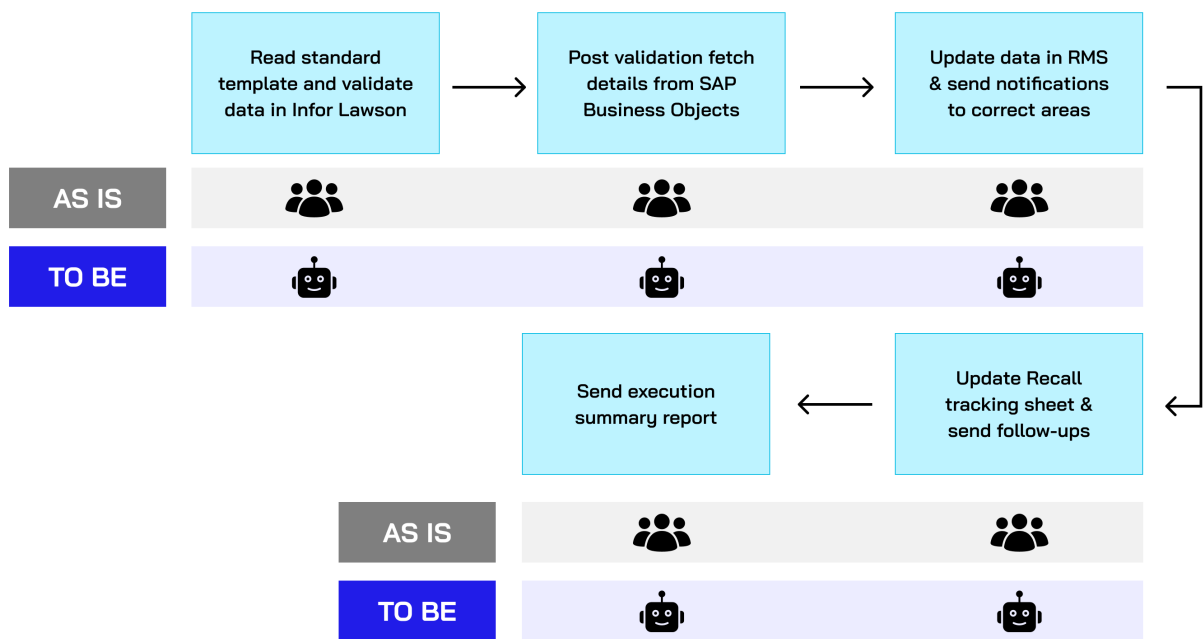Recalls are of different types and categories, and it takes different time to process each recall.

CASE STUDY

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- Unattended BOT executes the end-to-end process.

- Security first approach by using AA Credential Vault to store all credentials.

- Scalable solution is implemented to allow addition/ extension of BOTS as per increase of volume.

BUSINESS PROCESS FLOW

Read standard template and validate data in Infor Lawson	→	Post validation fetch details from SAP Business Objects	→	Update data in RMS & send notifications to correct areas

AS IS	👥	👥	👥
TO BE	🤖	🤖	🤖

Send execution summary report	←	Update Recall tracking sheet & send follow-ups

AS IS	👥	👥
TO BE	🤖	🤖

VALUE DELIVERED

- Processing time reduction

- 95% FTE efforts saved

- Reduction in training time for new resource

- Replicability across other Captis members

- Increase in accuracy and human error reduction

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