# Delivering 70% Reduction in Tax Research Turn Times through RPA



#### Customer



1. Property Tax research and report generation

Business Situation



- Navigation to
  multiple websites &
  screens Time
  consuming
- 2. Meeting SLA's on high volume days
- **3. Managing** employee **attrition** and training

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## **Solutioning**



- 1. RPA implementation -
- 2. Phase 1 30% of the volumes considered for automation



### **Execution**



- Automated search and report generation based on pre-defined configuration
- **2. Exception managed** through manual intervention

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#### Value Delivered



# **Improved Quality & Capacity Management**

- 1. 70% Reduction in turn time with Robotics implementation
- 2. 30% Reduction in Staff
- Shorter payback period (~6 months)
- 4. Enhanced governance and business insight with audit trail and data analytics

