# The Path to Digital Transformation: Leading Medical Technology Company Uses RPA to Reinvent Itself

**AUTOMATION ANYWHERE**

## CHALLENGE

The Company's automation journey is part of a broader strategy of its digital transformation from a medical device manufacturer to a global leader in medical technology. As part of this journey, they sought to leverage automation to reduce costs, drive greater efficiencies across across all business functions, eliminate errors, and free employees from repetitive tasks so they could focus on higher-value work.

## SOLUTION

The company chose Automation Anywhere's digital workforce platform, which includes RPA software, cognitive capabilities, and analytics, to automate critical functions within finance, procurement, HR, IT, R&D, and other areas. Its transformation roadmap included employee presentations to promote engagement, studio-quality marketing videos to generate awareness, and newsletters and mass communications to publish achievements, project milestones, and new offerings to customers and employees made possible through Automation Anywhere RPA.

## BENEFITS

### 65,000
Employees empowered with automation to do their jobs

### 50
Fulltime employees reassigned to higher-value tasks

### 89%
Cycle-time reduction

### 3–5 months
For end-to-end automation of complex business-critical processes

Processes Automated
- **Procure to pay**
- **IT system updates**
- **Data queries & analysis**
- **100's of processes across multiple business units**

Industry
**Healthcare**

"With Automation Anywhere RPA, our employees focus on the most valuable, creative, and innovative work—the work they enjoy and do best."

— **Director, Global Automation Services**

## LEADERS ENGAGED AND EXCITED

Top-down strategic support from senior leadership was instrumental in getting buy-in from employees throughout the organization. The company also learned the importance of embracing a process-first approach to smart automation. Before attempting to deploy RPA, it thoroughly investigated which processes presented the best opportunities for automation to optimize success.

As the pace of innovation shows no signs of slowing, the company believes that learning must be part of every employee's day-to-day work. As they've seen with disruptive companies like Amazon and Uber, innovative approaches to applying unconventional new technologies can shift entire industries quickly and in unexpected ways. Although they are a medical technology company, they constantly investigate a vast range of advanced technologies such as artificial intelligence (AI), virtual reality, and augmented reality to keep on top of an extremely competitive market and identify new opportunities as they arise.

## RESULTS

This automation story is a tale of digital transformation. It has seen enormous gains from RPA—both conventional RPA tools and cognitive ones. The biggest benefit has been greater process efficiencies across end-to-end processes. For example, one request to IT that impacted 50,000 users was fulfilled in just a few short minutes when previously it would have taken days. Customer inquiries about product families can now be answered in minutes instead of days, driving a much more positive customer experience. Costs have been reduced, and more than 50 employees promoted to doing higher-value tasks.

## LOOKING AHEAD

RPA continues to empower employees to focus on the most valuable, creative and innovative work. Successful deployments across a range of solutions including RPA and cognitive capabilities, as well as the establishment of a dedicated space for digitization has helped to foster a culture of ongoing innovation. Demand for new RPA deployments, technology partnerships, and cross-functional approaches to drive the business forward will continue in the coming months and years.

"We found that with conventional RPA, we can maximize efficiencies by end-to-end automation of structured, repeatable processes. With more advanced tools like cognitive agents, we've realized cycle-time reductions for more complex tasks such as provisioning guest Wifi access or computer administrator rights."

**— Director of Risk Technology and Execution**

Contact Automation Anywhere to learn more about how shared services and business services providers can apply robotic process automation as a business enabler to offer differentiated services and solutions to their clients.

Call 1-888-484-3535 or visit www.AutomationAnywhere.com to schedule a live demo.

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