

# About the Case Study

Step into the RPA-Infused **Power Automate Desktop Solution** for **Healthcare Product** Manufacturers to streamline billing and data management



## Client Business Description

Our client is a leading manufacturer of high-value sports medicine products that advance orthopedic patient care. From pioneering cold therapy products to innovative bracing to caring customer service they are an award-winning global provider of Orthopedic products and services. They are well known for functional knee braces that are sleek, lightweight designed with exceptional comfort and fit. They are Delivering seamless support to facilities navigating the complexities of modern healthcare across the globe for the past 2 decades.

### Challenges

Manufacturing industries must deal with a lot of data chaos. Our client was also facing similar issues that required extensive, repetitive manual data entry and data transfer within the billing system, introducing a high risk of errors. Due to delays in the manual process, payment postings were missed by the end of the month, causing late payment settlements.

Manual data entry and data transfer increase the risk of errors.

Lack of a data tracking system (for Success, Failure, and Exceptions).

Lack of reporting capabilities, data accessibility, and experiencing data loss.

No notifications for errors or exceptions during the process, or when the process is finished.

Lack of modern APIs due to legacy systems resulting in no easy integration possible.

# Solution

To address these challenges, Beyond Intranet offers a robust Automate Desktop Solution. This solution bridges the gap between older and newer systems, streamlining operations through UI-based automation using desktop flows. It harnesses the power of Robotic Process Automation (RPA) within Power Automate. Our client was using a legacy system that did not easily allow for third-party API integration. Therefore, we provided the Power Automate solution, which encompasses all the capabilities of RPA.



## Highlights of Our Solution:

- Power Automate Cloud :** It ensures data is secured in the cloud, safeguarding against potential data loss while also offering seamless data retrieval capabilities.
- Attended RPA :** It automates repetitive, rule-based tasks, allowing organizations to complete them faster and with fewer errors.
- RPA Bot :** It works 24/7 without the need for breaks or benefits, which can result in significant cost savings.
- RPA Integrates With Legacy Systems :** RPA can interact with legacy systems through their user interfaces, effectively bridging the gap without the need for major system upgrades or overhauls.
- Seamless Communication Between Multiple Legacy Systems :** RPA can orchestrate complex processes involving multiple legacy systems, making it possible to create end-to-end automated workflows.

# Technology Used

|                                                                                                                              |                                                                                                                                 |                                                                                                                          |
|------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
|  <b>Microsoft UI Automation (UIA)</b>      |  <b>Screen Scraping</b>                      |  <b>Recording and Playback</b>      |
|  <b>Flow Design</b>                        |  <b>Integration with Microsoft Ecosystem</b> |  <b>Integration Connectors</b>      |
|  <b>Variables and Data Manipulation</b>    |  <b>Conditions and Control Flow</b>          |  <b>Error Handling</b>              |
|  <b>Scheduled and Triggered Automation</b> |  <b>Remote Execution</b>                     |  <b>Security and Access Control</b> |

# Results

Integrating the Power Automate Solution with RPA functionalities led to significant improvements in the client's data and billing management system. Thanks to the solution's powerful features and intuitive interface, the client successfully overcomes their obstacles and experiences seamless payment processing, and a robust database that benefits both their organization and the customers they serve.

- Automation of Repetitive Tasks helped with rule-based tasks, freeing up human workers for more complex and creative work. This leads to increased productivity in less investment.
- Bot automation significantly reduces errors that may occur due to manual data entry or repetitive tasks. Enhances data integrity.
- RPA bots can work around the clock, providing 24/7 service, which can be especially valuable for tasks that need to be performed continuously.
- Bot extracted data from various sources and input it into legacy systems, streamlining data integration processes.
- Helped to maintain an audit trail of all activities, which is valuable for tracking and auditing purposes.
- RPA bots can be quickly reconfigured to adapt to changing business needs, making them a flexible solution for various industries.