

A Telecom Infrastructure company leverages Intelligent Automation for processing utility bills efficiently



The Organisation

One of India's largest shared passive telecom infrastructure service provider with thousands of towers located across all telecom circles in India. Our association was with the back office operations function of the company.

Challenge

Manual processing of electricity bill for thousands of towers located across country was a significant and time taking task for the company. This process was time critical because any delay in payment attracted penalty which increased the financial burden. Manual processing of bills meant a possibility of error in validations or missing some of the key controls. Since the processing was done on a very large scale, multiple FTEs were dedicatedly required. In case of unavailability of any personnel, completing this task was a big challenge necessitating maintaining back-up resources. In case of employee churn, training new employees on the process became a challenge since it was a time critical process. Further, Bill payment task is monotonous and unexciting posing a challenge of maintaining employee motivation.

Solution

A robust solution was required to parse thousands of electricity bills with 100% accuracy within the prescribed timelines. The company engaged RSutra to leverage a reputed RPA solution for generating bills payable file. Our designed solution leveraged RPA capabilities like web automation, Optical Character Recognition (OCR), Python parsing features, computation on data, e-mail automation, merging files and checking exceptions in outputs. The solution was deployed in the central backoffice of the company.

A Software Robot that helps in **parsing electricity bills, verifying them and preparing payable files** for the accounts team

Benefits accrued

- Significant man-hours saved annually
- ~100% accuracy in processing & output
- Timely processing without missing a day
- Output available on a click of a button
- Sends final output on Email to operations team
- Realignment of FTEs to more critical tasks

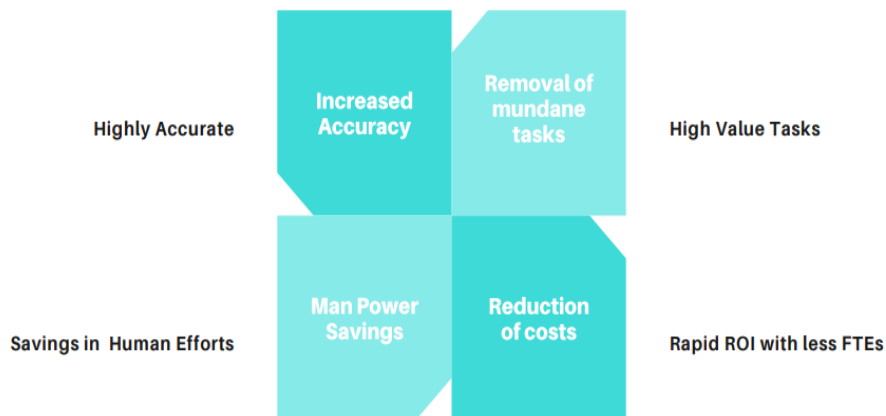
The deployed software robot automated company's bill parsing and payable file generation by automating following steps:

- Picking the utility bills from a pre-defined folder path
- Parsing data from utility bills of different templates and collating them in a common template
- Conducting data quality checks and validations based on business logic and past trends of bill values
- Performing payables report generation and sending the final reports to end users via e-mail

The software robot used OCR to read the utility bills which were trained to read PDF bills of different utility companies. The OCR was integrated with the RPA solution to further process the billing data in the company's system.

Benefits

The solution automated the Bill parsing process, eliminating the risks of errors and missing processing deadlines. Rapid ROI was achieved through saving of significant FTEs and availability of the processed output on a single click.



Bill Processing was made much easier as software robots were able to reduce the execution time by ~70% and with nearly 100% accuracy.

Results

The organization partially automated their Bill processing activities and freed up the time of resources to focus on analyzing exceptions and removing the defects with the aim of enhancing productivity. The smoothed process allowed the client to deploy an agile and efficient operating chain which responded with reduction in overhead costs and increase in margin.

About RSutra Analytics & Consulting

RSutra Analytics & Consulting offers services in Data Science, Artificial Intelligence, Machine Learning, Advanced Analytics, Big Data, Robotic Process Automation, Geographical Information Systems and Cloud-based technologies

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Solution Highlights

- OCR for reading PDF Utility bills for data extraction
- Capability to parse and understand bills of multiple utility companies
- RPA solution to operate legacy and accounting systems
- Excel Automation to incorporate business logic related to bill approval
- Ability to operate enterprise email to share output with business users