SUCCESS STORY

62% increase in robotic capacity leads to higher CSAT scores

BN Bank is a leading internet bank in Norway. Their success depends on a very strong and personalized customer service focus which can only be achieved through a high degree of automation. The bank started their RPA journey with Blue Prism 5 years ago and has since automated more than 100 processes.

However, they struggled with the traditional RPA scheduling tools because they couldn't keep up with customer requirements. Faced with deciding between increasing the number of digital workers and manual controllers or accepting lower customer satisfaction, the team turned to RPA Supervisor to optimize their existing digital workforce which, in turn, increased their CSAT scores.

Pain Points

Traditional RPA scheduling couldn't support immediate orchestration of new work items.

Customer satisfaction was being adversely affected.

The Solution

BN Bank implemented the RPA Supervisor platform to manage all 100+ processes in under a week

Results

- RPA license capacity increased by 62%
- Average response-times by digital workers improved by 84%
- Manual controller effort was reduced by 77%

> "My role as an RPA Controller is 1000x better since we onboarded RPA Supervisor!"

Jens Gaustad
RPA Operations Controller

ABOUT RPA SUPERVISOR

RPA Supervisor was founded in 2018 to reduce the operational challenges plaguing RPA. Our automation management platform increases capacity and streamlines the operation of all major RPA/IA software robots to create greater business value and accelerate scale. HFS Research recently named RPA Supervisor a 2021 Hot Vendor for our commitment to helping enterprises scale automation through a 'single pane of glass' and was called the Hyperautomation Orchestrator by Gartner.