

# Samspar achieved 68% FTE cost reduction in first week with dynamic scheduling

Samspar is responsible for delivering RPA operations to 10 of the regional banks in the Sparebank 1 Group. Each bank has its unique set of business and process requirements resulting in more than 300+ Blue Prism processes to be orchestrated and continually monitored. This has proven to be very time-consuming for the controllers and resulted in inefficiencies and slower-than-ideal response times for most of the automated processes.

Samspar implemented RPA Supervisor in just two weeks – ensuring that the business requirements of each process were properly understood and that the resulting SLA was implemented. In addition to delivering cost savings and higher license utilization, the freed-up capacity was used to improve responsiveness and increase customer and employee satisfaction.

## Pain Points

Translate and schedule the varying business requirements and workload for each bank and their corresponding processes. Controllers were spending too much time mapping and scheduling processes and licenses were underutilized; response times were also being impacted.

### 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.

"In just 4 days we onboarded the processes of our 10 banks, improving response-time by 500%."

**Marius Kittelsrud**  
Intelligent Automation Manager

## Solution

Using RPA Supervisor, Samspar went from a static schedule-based orchestration of the digital workforce to an SLA-driven orchestration.

## Results

- FTE costs for the CoE were reduced by 68%
- Operational instabilities related to the digital workers were all but eliminated
- During a three-week development freeze, RPA controllers didn't need to perform a single action