

# AUTOMATE

## YOUR PATH TO SUCCESS WITH PRODUCTIVITY

Alvaria Automate™ Attended and Alvaria Automate™ Unattended allow contact centres to optimise normal and repetitive operational activities and automate error-prone tasks – improving accuracy, efficiency and consistency.

### IT CAN BE A ROCKY COURSE



It's estimated that **95%** of cybersecurity breaches are caused by human error. <sup>1</sup>

More than **80%** of consumers demand human interaction for complex tasks. <sup>2</sup>

**SOLUTION:** Alvaria Automate Unattended – eliminate human actions to retrieve, process, schedule, aggregate, import and/or export data.

### STAY OUT OF THE BACKCOUNTRY



**INCREASE PRODUCTIVITY:** Allow bots to perform repetitive but necessary jobs. <sup>3</sup>

**IMPROVED EFFICIENCY:** **85%** of RPA users report benefits such as accuracy and timeliness. <sup>4</sup>

**RELIABLE CONSISTENCY:** More than **90%** of organisations say they've experienced improvements in quality and accuracy after implementing RPA. <sup>4</sup>

**SOLUTION:** Alvaria Automate Attended and Alvaria Automate Unattended – Change the way work gets done through bot-like technology that frees your teams to focus on what they do best.

### REACHING THE SUMMIT

Companies using robotic process automation (RPA) are achieving success. Check out these real results:



A healthcare service provider reduced average handle time (AHT) in their call centre by **16%** for seasoned employees and by **25%** for new employees with Alvaria Automate Attended, thereby decreasing manual labour and reducing cost to the organisation.

For one global bank, Alvaria Automate Attended significantly reduced the time it took to open accounts. By setting up accounts more quickly, employees improved the customer experience.

### START YOUR AUTOMATION JOURNEY

Over **78%** of companies have already implemented RPA in their processes – an additional **16%** are planning to implement RPA in the next three years. <sup>4</sup>

Learn more about how Alvaria Automate Attended (available on-premises only) provides accuracy, efficiency and consistency, while helping maintain compliance and Alvaria Automate Unattended orchestrates workflows to perform defined tasks, with options to deploy on-premises, in a hosted-setting, or in the cloud.

[www.alvaria.com/en-gb/CallCentreRPA](http://www.alvaria.com/en-gb/CallCentreRPA)

References:

<sup>1</sup> [https://www3.weforum.org/docs/WEF\\_The\\_Global\\_Risks\\_Report\\_2022.pdf](https://www3.weforum.org/docs/WEF_The_Global_Risks_Report_2022.pdf)

<sup>2</sup> <https://www.alvaria.com/landing-pages-2022/alvaria-consumer-experience-index-2022>

<sup>3</sup> <https://www.computerweekly.com/news/2240174337/Low-level-tasks-eat-up-30-of-IT-departments-time>

<sup>4</sup> <https://www2.deloitte.com/content/dam/Deloitte/us/Documents/process-and-operations/us-cons-global-rpa-survey.pdf>

