Partner Case Study

With over 500 employees, Cantium offers a range of software solutions and professional services with offices across the United Kingdom and its Headquarters in Kent. They offer a wide range of IT services to the public and private sector. Robotic Process Automation with b4 is among their new strategic offerings that Cantium delivers out of their highly secure cloud infrastructure.

Overview:

Cantium Business Solutions was looking for an automation partner that has the experience and know-how to support their customers to benefit from State-of-the-art automation and robotics technology. After engaging with a number of potential partners, Cantium finally decided that AmdoSoft, with its many years of experience and track record was best suited and their technology "b4" had the right technological components that would allow them to take a holistic approach to automation.

Cantium's Platform

AMDO SOFT
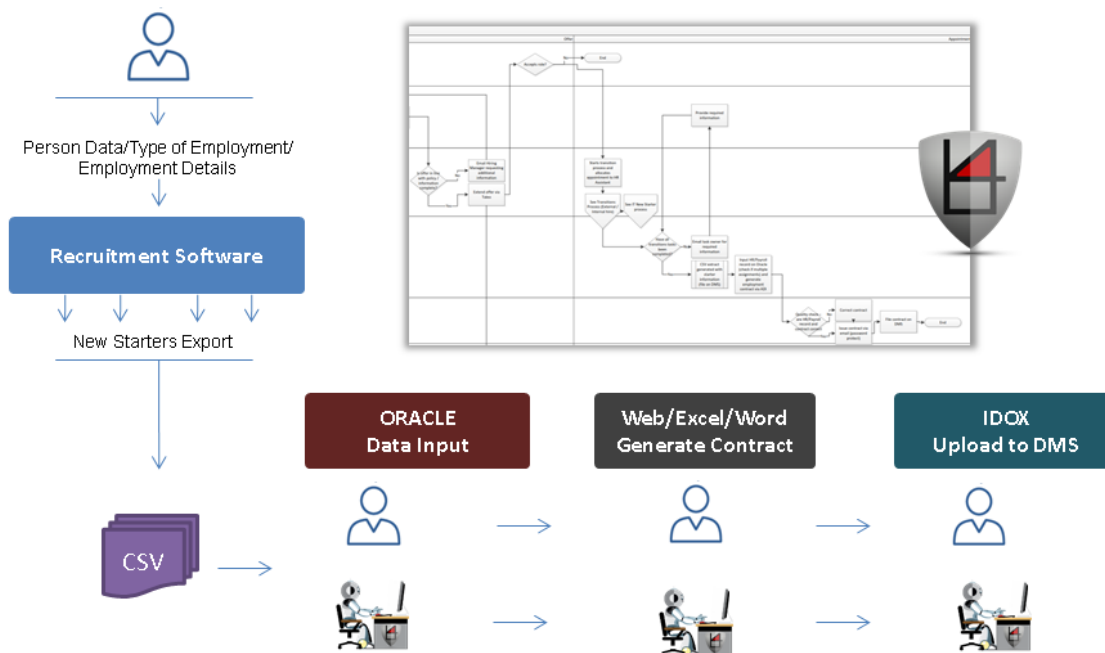
ROBOTIC PROCESS AUTOMATION FROM START TO FINISH

Robotic Process Automation (RPA)

User interface automation that conducts repeatable business processes using software robots and existing applications

IT-Automation (ITPA)

The monitoring of status changes for key ICT services to automate responses to keep the service optimised and available.

TECHNICAL EXPERT

BUSINESS EXPERT

Case Example

On-boarding:

The staff On-boarding process that Cantium fulfils for its customer, involves multiple different applications and a lengthy process that has to be completed without errors. Once the details of an individual are added to a specialised recruitment software by external recruiters, these and further dependent details have to be added into their Oracle system. Based on a number of conditions a particular type of contract needs to be generated, which is then uploaded to a document management system.

Challenge:

This process was particularly mundane and repetitive for the HR department and took over 20 minutes per new starter. Furthermore, it was error-prone which would have knock-on effects on other processes, not least a possible delay in the job start date. A further challenge was that while the HR department is busy with many other activities, the on-boarding process has a particularly high demand on certain days of the month, compromising their capacity during this period.

Solution:

Together with AmdoSoft and b4, Cantium was able to fully automate this part of the On-boarding process as well as other On-boarding activities such as account creation. The b4 Master Controller coordinates and monitors the transactional activities that the IT automation and the RPA bots perform.

Benefits:

With the help of the b4 bots, Cantium is now able to complete this process in 3 minutes and has gained overall time savings of up to 70%, with data quality issues being all but eliminated.
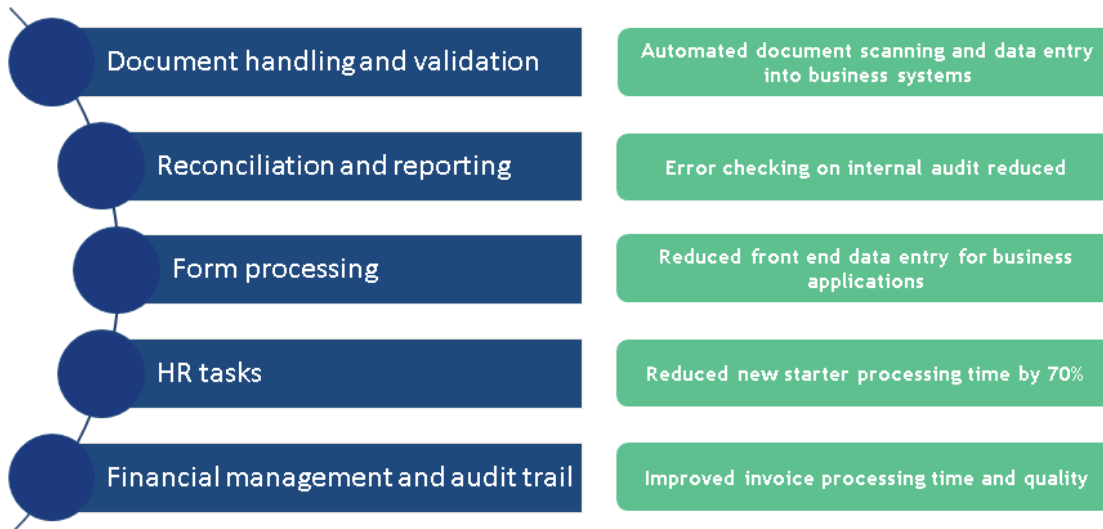
Reduction from 20 minutes to 3 minutes

Further Processes:

Cantium Business Solutions have automated a range of processes and with the support of AmdoSoft/b4 were able to establish a large virtual workforce that delivers a strong ROI.

Cantium Business Solutions

Key areas to target and measuring outcomes

Key area	Outcome
Document handling and validation	Automated document scanning and data entry into business systems
Reconciliation and reporting	Error checking on internal audit reduced
Form processing	Reduced front end data entry for business applications
HR tasks	Reduced new starter processing time by 70%
Financial management and audit trail	Improved invoice processing time and quality

James Young
Head of ICT Strategy & Enterprise Architecture

"Cantium is proud to partner with AmdoSoft to deliver our RPA platform. The b4 product includes both an IT automation platform and an RPA platform in a single product that has enabled us to take a holistic approach to automation that has improved service delivery and cut delivery costs by up to 70% across a range of processes."

James Young Head of ICT Strategy & Enterprise Architecture

Robotic Process Automation (RPA)

- Faster, cheaper and fewer errors
- Full control and transparency with increased operational security
- Up skill employees for higher value tasks

IT-Automation (ITPA)

- Fully documented automation rules
- Faster reaction and faster resolution of issues
- Do more with less
- Time to focus on high value projects