

Davies Consulting

# Back Office

Putting automation to work in back office operations

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Transform back office workflow and processes with intelligent automation. Our approach ensures that individual automation opportunities and technologies are brought into a bigger picture, that leads to a more efficient operation and results in a better customer experience overall.

From data entry to document generation, procurement to payroll, there are dozens of technology solutions that promise to bring automation into the back office. But typically, they're based around a single task or process – making that faster and more accurate, but not addressing the wider workflow. For example, technology solutions can help you produce the purchase order sooner, but if your processes require a signed authorisation, you may still encounter delays and bottlenecks.

### An independent perspective, focused on outcomes

At Davies Consulting, we take a broader view. As we are not technology vendors, we don't need to promote any particular back office solutions. Instead, we look at the ultimate outcomes you want to achieve: what you want to do faster, at lower cost, or more accurately. Then we look at how automation can help you achieve those goals – including understanding when and where it's necessary to include a human element in a predominantly automated process, for quality control, regulatory compliance or for the benefit of the customer.

We'll draw on our broad experience working across multiple sectors to redesign back office processes and recommend technologies to deliver business goals such as:

- Faster processing of applications and renewals – automating straightforward renewals by issuing relevant documentation before the policy expires, ensuring the process is set up for automatic renewals and then sending the confirmation letter
- Optimisation of supply chains and product schedules, combining inventory management, orders and logistics
- Automated payment handling, incorporating PCI compliance
- More effective fraud detection, automatically flagging transactions or claims that don't adhere to user-defined rules
- Automated handling of handwritten correspondence and forms.

Once you've determined the approach, we can work with you to design and deliver the automation programme. At all times, we maintain a commercial focus, working out the optimum returns and real impacts.



## Our Approach

For us, automation is a means to an end: helping you achieve your customer experience vision. We have all of the skills to define, design, deliver and manage a successful enterprise-wide automation capability. We work in collaboration with our clients to align our resources with those already in place and get teams bought into the project. This collaborative approach lets our clients move fast and scale-up sooner.

## In practice

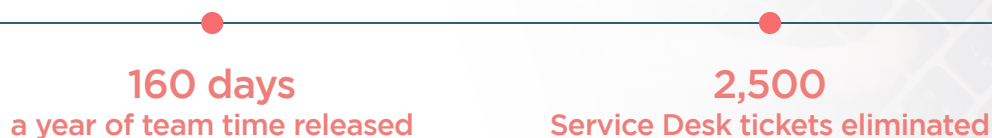
### Using automation to improve response times for an ICT service desk

To reduce costs and improve support, three healthcare trusts had opted to provide ICT as a shared service – but the team's resources were being stretched to the limit due to high contact volumes from 10,000+ users. Managers asked us to explore the potential for automation to reduce the demand on the main service desk.

In just two weeks, we conducted a process automation assessment, that identified opportunities to automate processes around user account management and mobile provisioning. Collectively, these could free up 15% of the service desk team's time. We also highlighted how improved written communications and guidance could encourage more self-service.

We then supported the client in implementing the recommendations. We automated 10 processes, eliminating over 2,500 Service Desk tickets. For four key processes alone, this freed up 160 days a year of the team's time.

Automation has also led to a better experience for end users. 96% of access control requests are now delivered on time – a substantial step up from the starting point.



## Get in touch

To find out more about how intelligent automation can transform your back office, contact us today.

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