



AUTOMATION CASE STUDY: DUNNINGS LETTERS

**£130K ANNUAL
SAVINGS**

**ROI IN
2 MONTHS**

**3800 HOURS
SAVED**

OVERVIEW:

Proservartner worked alongside a national loan-serving provider to implement the automation of their mortgage breach letters. The workflow involved aggregating data from multiple systems and was cumbersome, wasting valuable staff resources. As the organisation had taken on more international clients the process needed to be adapted to each country's specific data laws and regulations regarding the appropriate management of debt collection.

WE DELIVERED:

We identified the best-fit RPA vendor, mapped the current 'as-is' processes and identified ways to streamline each of them in 'to-be' design. We highlighted areas where changes to the process and workflow would translate into time and cost savings once automated.

OUR RESULTS:

The implementation of one bot saved the company over £130,000 annually, eliminating around 3800 hours of manual work. A return on investment was seen in just 2 months and we implemented the bot in just 3 weeks.