



A major pharmaceutical distributor and healthcare information technology company improves bot availability to 95%, reduces failure rates by 15% and scales their automation center of excellence.

CHALLENGE

The client needed to manage a scalable digital workforce platform of 100+ bots requiring maintenance & support. They were experiencing frequent failures that deferred them from scaling their automation center of excellence

THE DISYS SOLUTION

DISYS Maintenance Services

Program Governance

- Single Point Of Contact
- Coordination
- Harmonization
- Design Vision
- RPA Infrastructure Administration

Remediation

- Incident Management
- ServiceNow
- Knowledge Management
- Known Error Database (KEDB)
- Escalations
- SLA

Monitoring

- Bot Library & Catalogue
- Service Requests
- Bot Metrics and Dashboard
- Failure Notification and Closure
- Availability

Enhancements

- Change Management
- Problem Management & RCA

SOLUTION HIGHLIGHTS

Bot availability increased to 95%



Bot failure rates reduced by 15%



2000+ process runs and 100+ business processes automated



For more information visit

<http://bit.do/https-disys-com-automation-enablement> or write to managed-services@disys.com.

Contact Us

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DISYS ACCELERATORS

BOT TALLYZER

- Code Standardization
- Stage gate for Production Support
- Bot Development statistics
- Refactoring
- Complexity Analysis

BotDesk

- Dashboard
- Status Tracking
- Knowledge Management
- Bot Catalogue

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