lithe

CASE STUDY

Miller boosts productivity with RPA

85%
Reduction in human effort

6 minutes
Elapsed time cut from 2 days to 6 mins

12
Integrated legacy systems

Miller

Leading specialist insurance and reinsurance broker operating in Lloyd's, the London market and international markets.
Places $3bn of premiums annually with 4,500+ clients globally.

www.miller-insurance.com

Miller chose Lithe to ensure success of its RPA implementation. Lithe used RPA to cut 85% of the human effort previously spent in Miller's "Leaver" process, the essential procedure required when a team member leaves the Miller organisation. Automated with RPA, the process now executes in less than 6 minutes and integrates robotically with 12 different legacy systems, reducing manual work and improving productivity while maintaining enterprise security.

Challenges

- Achieve greater productivity
- Release people from repetitive, low-value work
- Exploit the potential of RPA

Solution

- RPA automates formerly manual HR processes
- RPA integrates to permission, authorisation and identity management processes

Results

- Manual effort reduced 85%
- Processing time slashed to 6 minutes
- Standard procedure fully automated

Business Drivers

- Productivity
- Speed
- Flexibility
- Reward

Miller implemented robotic process automation (RPA) to increase productivity and become more responsive to changes in its business.

By freeing expert staff from repetitive, low-value work Miller used RPA to focus its team on work that is more rewarding for the firm and the people too. The speed of deployment of RPA enabled Miller to quickly automate manual work and rapidly integrate new teams.

Best Practice Lessons Learned

The ease of use and speed of delivery of RPA stood out as early impressions at Miller. As implementation progressed swiftly, two valuable best practices helped the Miller team ensure success as they scale RPA across the enterprise.

Best Practice #1: Engage the right people early to ensure awareness of project goals and to anticipate security and other compliance requirements.

The Leavers process at Miller can execute only if permission to > 12 disparate systems is granted to the RPA software robots. It is technically easy for an RPA "digital worker" to logon to each system, but Miller must first grant each "digital worker" access to that system. The project's change management track needed to run in parallel to ensure compliance to Miller's security policies while granting system access to the RPA robots. Successful RPA implementation is about more than simply automation.

Best Practice #2: Understand fully the scope of the process you want to automate and plan for maximum benefit by applying 'unattended' and 'attended' digital workers in your end-to-end RPA solution.

RPA's "digital workers" can work in either unattended or attended mode – think of a digital worker as a colleague who can get a job done entirely alone (unattended) or who works alongside a human worker to get a job done collaboratively (attended). Creating and deploying 'attended digital workers' requires additional planning, for example to ensure that the interface of digital and human workers is delivered as a productive, intuitive and secure experience for the human worker. The flexibility of the new digital workforce to work in attended and unattended modes expands the spectrum of business process that can benefit from RPA.

> "Miller is committed to innovation and RPA is a powerful component of the hyperautomation that we employ to work as one team for our clients' sole benefit, innovating always, doing the right thing, and delivering on our promises".
>
> Christian Kitchen, Head of Innovation & Technology

Selection

Miller selected an RPA technology that provided excellent online education, so non-technical staff could quickly start automating routine tasks without recourse to expensive technical resources. RPA's ease of use and short solution development timeframes allow Miller to automate manual processes quickly, starting an automation journey that puts technology in service of people and business value.

To accelerate their walk-jog-run progress, Miller chose Lithe as an expert companion on the journey. Capitalising on Lithe's expertise, Miller quickly experienced the speed at which RPA solutions can be delivered and benefits realised.

Solution

Miller chose Lithe to ensure success of its RPA implementation. As a proof of RPA's value and capability, Lithe used RPA to cut 85% of the human effort previously spent in Miller's "Leaver" process, the essential procedure required when a team member leaves the Miller organisation. Lithe used RPA to automate the process, reducing manual work and improving productivity in a process that now executes in less than 6 minutes and integrates with 12 different legacy systems.

Previously the process could take up to two days to complete, with risk of error, failure or security breach through manual execution of the multiple system changes required. With RPA the fully automated Leaver process completes in minutes and RPA software robots reliably ensure accurate system changes 100% of the time.

The speed of Lithe's agile project approach and the tangible impact of Lithe's RPA implementation established early success at Miller. As a result, RPA is being adopted at scale across Miller as a technology that drives productivity and frees Miller's expert staff from repetitive, low-value work.

About Miller

Miller is one of the world's leading specialist insurance and reinsurance brokers operating in Lloyd's, the London market and international markets. The firm's 650+ people are experts in their field, combining technical expertise with significant market influence to place $3bn of premiums annually with 4,500+ clients globally.

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Automation Technology

RPA

About Lithe

Lithe transforms lives through intelligent automation. We enable our customers to reduce friction in document-centric workflows, increase productivity, strengthen compliance and security, and improve customer engagement.

www.litheit.com