



MasonBreese

Payment Automation with UiPath

Small investments delivering big results

A real-life case study

The challenge

A global patent manager had a large team making manual payments to patent offices around the globe. The timing of each payment is critical, with significant jeopardy for error or delay. Quantum is large, with volumes running to hundreds of millions of dollars per month. Keying and other operational errors represented an existential threat to the business.

An automation solution was needed to eliminate keying errors and to ensure timing was as per diary.



Our approach

The MasonBreese Digital team created a series of UiPath robots which managed the cash flows between a set of credit cards (funding cards from the corporate bank account against approaching card limit breaches, and the necessary payments). Timing and payment accuracy could be assured, with a consequent reduction in operational losses, insurance premiums, staff costs and payment errors.

Peak time management was handled through load handling across the robots, with no downtime achieved from go-live.

UiPath is a Robotic Process Automation (RPA) tool used for Windows desktop automation. It eliminates human intervention by automating repetitive or redundant tasks with the help of drag-and-drop functionality.

By deploying multiple robots, we overcame the built-in limits of payment volumes made to third-party payment portals.

UiPath load balancing solved the issue of loading and login times for the various platforms.



Our approach - **overcoming limits**

- UiPath workflows are easily implemented: they can be created by adding tools directly to the interface by 'recording' functions
- UiPath robots are quick to prototype and put into production: this ensures a quick return on investment
- UiPath robots can mimic the actions of a human user – or go through an API, allowing automation via a browser (to avoid API-blocked ports) or via API calls where appropriate

The new process simplified audit trails by generating a log for every transaction made by the robot, including corrections of data which may be out of date.

This included, for example, increased invoice amounts due to extraneous circumstances where the robot could vary the payment amount within pre-agreed tolerances – and then report the variance for post-hoc validation.

We were also able to ensure that the robots stayed within card rebate parameters through automatic calculation of payments against credit card limits.

Reflecting the fundamental nature of the process, the client retains a dedicated support agreement to ensure smooth running.

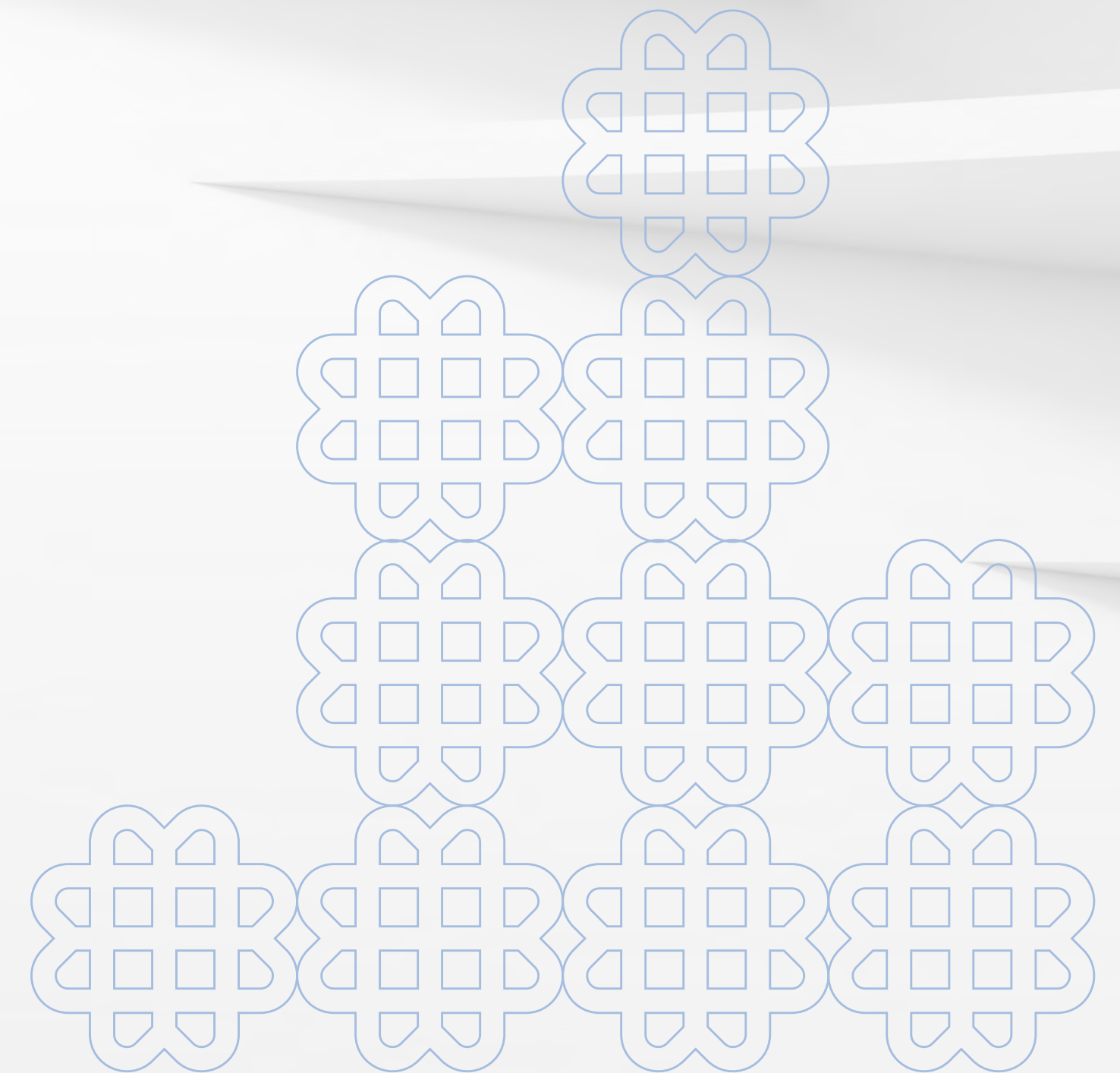
The outcome

The robots eliminated operating errors and missed payments and allowed the redeployment of a team of 30 keying agents.

In addition, and by accessing a credit card cash rebate scheme, a material additional passive revenue stream was created. A clear audit trail for each payment is now generated and stored, should subsequent investigation be required.

New efficiencies were created as the robots can be run 24/7 with no downtime.

Multiple internal and external stakeholders benefitted from the project, including the company's financial control team and compliance department, as well as clients, ExCo and shareholders.



Facts and figures

\$3.1m

\$3.1 million of new income in rebates

In the initial five days after go-live, \$130 million of payments were processed (over 30,000 transactions), earning \$3.1 million of new income in rebates.

This continues

\$1.5m

Additional income of \$1.5 million earned

Additional income of \$1.5 million earned through associated automation processes

240h

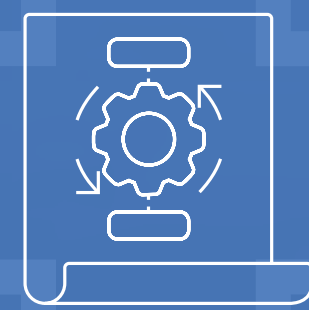
Reduced human input by 240 hours per day

Operational costs saving due to minimal human interaction required: the robots reduced the requirement of human input by 240 hours per day for the duration of the five-day initial payment automation project

Facts and figures (continued)



The project paid for itself by 11.00am on the day of go-live



One RPA developer - six weeks



One business analyst - six weeks



Software licences

- 10 x Virtual Machines
- 10x UiPath Licences

Why **work with us?**

Thanks to our extensive and high-quality track record of delivery, we are trusted by our customers. However, we do not just complete the project, we also love to inspire, innovate and create, sharing our expertise and the pioneering ideas that our team produce throughout the process.

Every project is tailored to your specifications. From small- to large-scale projects, the MB team will partner with you to shape a solution that works for you and your organisation.

We focus on collaboration, working side by side with both you and your people, turning your goals into reality in a way that is sensitive to your culture and situation.

We work in an ever-changing world and innovation is evolving rapidly, so we ensure all our digital consultants, business analysts and project managers are fully accredited to use a number of processes and data automation tools, such as Alteryx and UiPath, whilst embracing all new digital technology.

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Get in touch to learn more

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