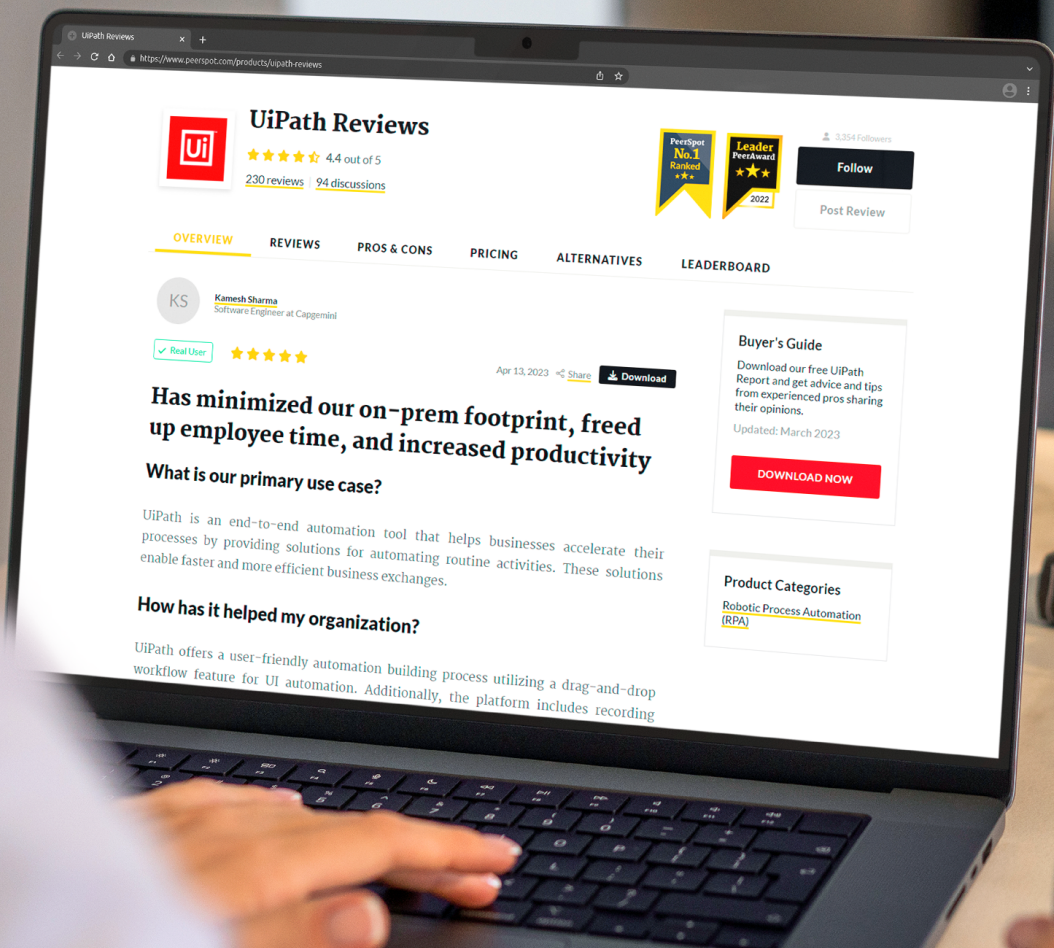


PeerPaper™ Report 2023

Based on Real User Experiences with UiPath

Business Automation in Telecom



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Introduction

Companies that do business in the telecommunications industry have many legacy business processes. These include workflows for setting up accounts, changing billing information, and many more. However, though such processes have been a way of life for many years, they tend to be mundane and inefficient.

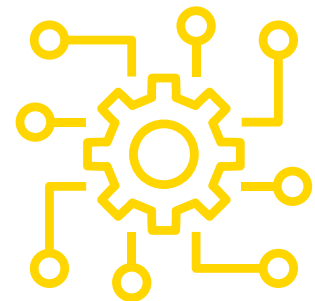
This PeerPaper paper explores a solution to this problem, highlighting the potential for business automation to change the way telecom businesses execute their processes. Based on PeerSpot reviews by telecom industry users of UiPath Business Automation Platform, this paper reveals how business automation has sped up time to value and digital transformation in telecom companies. Users discuss how automation has enabled strong return on the investment (ROI) in UiPath. They also describe how the technology has freed employees' time for human-oriented tasks like meeting customer expectations for high levels of service.

Except where noted, the companies referenced in this paper are communications services providers with over 10,000 employees.

Telecom Business Automation Use Cases

PeerSpot members who work in telecom are putting business automation technology to work across a range of use cases. For example, a Developer uses UiPath for end-to-end automation, developing attended and unattended bots. His team uses UiPath Orchestrator, hosted on the Microsoft Azure cloud platform. He said, “Some of our typical use cases involve automating operations like downloading files online, analyzing and capturing details, saving them in another location, transferring them, and uploading them in other forms.”

A Business Intelligence Expert is using automation for his company’s business clients. He shared, “Many processes were being done manually, e.g., activation of numbers. In order to alleviate the work of our sales team, this process was automated.”



**End-to-End
Automation**



Josh H.

Senior solutions architect at a
comms service provider with
10,001+ employees



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“It serves our day-to-day work,” said an IT Project Manager at Orange Espagne (Spain), a comms service provider with over 1,000 employees. He explained, “We have some manual tasks that we need to automate so that we can save our organization costs and manpower, and we use UiPath to help us do this.” For a Robotic Process Automation (RPA) Specialist, business automation spanned multiple business functions in the company, from finance, supply chains, and services to IT and engineering.

A Senior Solutions Architect started with many unattended use cases, and then moved into using attended bots to help users. He said, “We’re doing a lot around the back office, HR, finance, and supply chain. UiPath just runs the gamut of all different kinds of use cases.” As these examples show, telecom companies are finding an expanding variety of uses for business automation.

Providing Accelerated Value and Transformation

The automation of business processes can be transformative for a telecom business. In the case of the Business Intelligence Expert, the change came from using UiPath to reduce human error in processes like the activation of phone numbers. As he put it, “If people are doing this manually, it can cause inconveniences for our clients, but it might also put the reputation at stake. For example, because when people do it manually, they can send out the wrong invoice. This is a huge reputation risk, because sometimes we are working not only with just a person, but with a business. When we work with other companies, it is important to do things accurately.”

He went to say, “When the robots do things, there is almost a 100% probability that they won’t make any mistakes, like typos.” This is a new way of working, a transformation that leads to better results in terms of reliability and reputation.

“How UiPath has improved the way our organization functions is clear when we look at one of our use cases,” said the Developer. They use UiPath for notifications about documents that describe the release of products. “Our bot will start by filtering documents online using keywords, download the appropriate documents, then check to make sure that each is complete. If there is a problem, then emails are automatically sent to the appropriate department.” Figure 1 depicts this automated workflow.



**Reduce
Human Error**

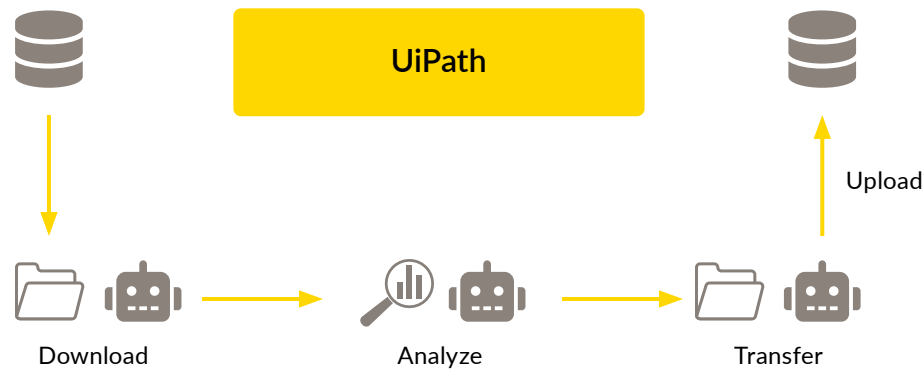
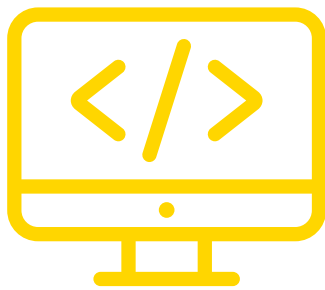


Figure 1 - Business automation converts manual process of downloading, analyzing, transferring, and uploading files into a series of automated, orchestrated steps.



Low-Code Solution

Having the process performed by a robot relieves his team of two employees' workloads. "What used to take three people to complete, is now done with one," he said, then adding, "UiPath has definitely helped us to reduce human errors. This is a benefit to us because, before this, we used to get customers complaining quite often. However, we have reduced the complaints. We still need to have the customer complaints section but now, we have reduced it from five people to one." This example shows how automation creates value for a telecom business.

The RPA Specialist also reported that UiPath improved the way his organization functions. He said, "The flexibility with which the business processes get changed is great." In their case, his team often knows the method of operation, though it will inevitably change over time.

He elaborated, saying, "Our dependent script or whatever is in place (that is dependent on that business process) has to be adjusted. The flexibility with this tool has enabled us to adjust those workflows quickly and deploy them so that our business can continue using those applications or the workflows that we've been using before, even after changes to the underlying system."

Sustainability, an important area of transformation for telecom companies, is where the Senior Solutions Architect found an effective use for UiPath. His company uses the platform to automate processes that deal with environmental initiatives. He explained, “We get invoices for bulk fuel. Our company sends out a lot of trucks, and a lot of customer engineers to actually service equipment. All this was manual, and a lot of not knowing how much we were paying. We automated that, and then the next step of that process is, ‘Okay. Can we start figuring out exactly how much money we spend on fuel, now, let’s try to figure out ways to lessen that?’ I could see how that could be environmentally friendly as we’re trying to reduce consumption.”

UiPath also enabled his team to build automation with minimal effort, which made it easier to gain value from the technology. He said, “We have a team of about four or five developers. One of them was straight out of school, and they had never really had professional experience. We’ve also taken a couple of developers that were more into custom code and converted those over to using UiPath. It’s interesting to see the level of excitement when you use a tool like UiPath from someone who is straight out of school and can convert over.” These experiences demonstrate how the implementation of automation aligns with initiatives for business transformation.



Josh H.
Senior solutions architect at a
comms service provider with
10,001+ employees



“It’s interesting to see the level of excitement when you use a tool like UiPath from someone who is straight out of school and can convert over.”

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Business Intelligence Expert
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“When the robots do things, there is almost a 100% probability that they won’t make any mistakes, like typos.”

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Freeing Employee Time for Human-Oriented Tasks

Business automation has the potential to liberate telecom employees from mundane tasks so they can focus on work that drives better customer experiences. Unburdened from activities like data collection, people can concentrate on building trust and improving security, among many examples of higher value work.

“We freed up a lot of our sales team’s time,” said the Business Intelligence Expert. For example, he highlighted, sales team members could now spend more time with clients. He said, “We have successfully implemented attended robots for our sales team. They now spend half the time doing the job which has been automated. This has made our sales team happy.” It’s worth noting that this situation improved employee morale as well as customer engagement. Business automation is not just about efficiency. It can contribute to human capital management objectives as well. This transition is shown in figure 2.



Freed Up Employees’ Time

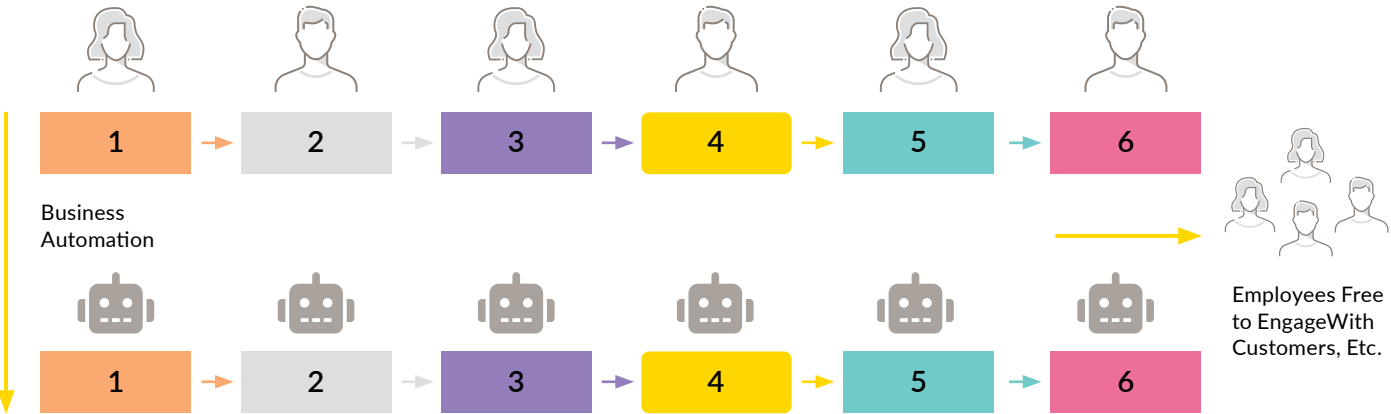


Figure 2 - Business automation frees employees to engage with customers and more.



Business Intelligence Expert
at a comms service provider
with 10,001+ employees



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He went on to comment on the importance of being able to scale automations without having to pay attention to the infrastructure. His company has already automated almost 200 processes. He said, “Since the number of automated processes was large, a lot of people’s time was freed. This solution is very important because we have a large subscriber base in our country, so we have become very efficient.”

How did this user know which processes to automate? He explained that the most important feature of the UiPath Business Automation Platform is how it automatically detects things where people are doing things repetitively and spending a lot of time. He said, “So, people can actually do their real tasks, like making decisions and talking to clients. Therefore, people’s time, which was busy with doing manual tasks, is free now. They can spend it on more interesting and valuable work where they can apply their valuable skills.”

A Director of Sales at Agora telecom, a small comms service provider, remarked, “We are looking for ways to save time and free up people. It is important. We want to remove the mechanical jobs so that people use the time they gain to focus on other strategies and figure out how to add value to the business.”

Some UiPath users were able to quantify the impact of freeing employees time through business automation. According to the Senior Solutions Architect, his company has returned a million hours back to the business for other activities. For context, he noted, “It took a few years to get there, however, now it’s every year.” Business automation is about empowering people to do more with the same resources.

Achieving ROI

PeerSpot members in telecom shared how business automation delivered ROI for their companies. The Developer revealed, “UiPath saves us costs, but there is more to it than that.” It saves us in terms of time spent on manual tasks, but on the other hand, we pay UiPath. On yet another hand, with the money we save, we are open to new opportunities and new business.”

The IT Project Manager at Orange Espagne (Spain) has seen “a positive return on investment” from UiPath, noting, “It saves time and human labor which translates to organizational cost savings.” He then shared, “It saves our organization costs and also saves our time and effort. We automated 90% to 95% of the tasks. Also, the overall cost of the solution is not so high, so the organization can easily adapt that solution and work accordingly to their workflows without having to worry about costs getting too high.”

Business automation saves between 80 and 100 hours per week for the Developer’s telecom company. In their case, as he commented, “The time saved by our employees sometimes allows them to focus on higher-value work or in other cases.” For example, he said, his company can now branch into more areas, rather than doing the same thing for many different customers. He added, “Overall, [UiPath] process analysis and optimization have increased our productivity.”



Saves On Costs



Jeevan

Developer at a comms service provider with 10,001+ employees



“With the money we save, we are open to new opportunities and new business.”

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Sumesh V.

RPA Specialist at a comms service provider with 10,001+ employees



“The RPA is helping us to automate the business processes that have to work with legacy applications. The ease of building automation using the solution is great as it is a low-code solution.”

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Jeevan

Developer at a comms service provider with 10,001+ employees



“Overall, [UiPath] process analysis and optimization have increased our productivity.”

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“Overall, we’ve seen the solution has saved costs. That is our value realization,” said the RPA Specialist. For his company, the biggest value relates to workflows that deal with legacy applications, which, as he put it, “we cannot get rid of.” The processes around these legacy applications cannot be automated in a typical way. He said, “The RPA is helping us to automate the business processes that have to work with legacy applications. The ease of building automation using the solution is great as it is a low-code solution.”

“It has reduced the development life cycle by about 30%,” he said. He went on to discuss how, by the time he is familiar with one process, he is able to automate the next one. “This is the case especially with tools like UiPath Task Capture,” he observed. “I’m just working through the process. In the end, it will be a skeleton workflow and it can be used for deployment once we are done with the cleaning. It’s done this by making use of the features that are enabled by UiPath Task Capture and certain other features within the Studio.”

The payoff for these new capabilities is impressive: \$3 million saved in four years. He elaborated, saying, “We have a formula to convert inter-dollar values in terms of the user experience we are benefitting from. That’s the user experience that is enabled by automation.” Those are direct savings which can be calculated by multiplying the number of dollars that we have spent for one resource per hour. His team also calculates indirect monetary benefits by analyzing user experience factors. Business automation pays dividends to telecom companies that invest in the technology.

Conclusion

Processes are up for automation in the telecom sector. Companies that have taken the initiative to deploy business automation are enjoying benefits that run the gamut from freeing employees for more valuable customer-facing work to saving time and improving accuracy. They are finding they get to value more quickly with UiPath automation and make progress toward business transformation. Business automation earns ROI, too, as PeerSpot members have found. Use cases continue to evolve and expand as telecom companies embrace business automation and discover its many advantages for businesses in the industry.

About PeerSpot

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About UiPath

UiPath (NYSE: PATH) is on a mission to uplevel knowledge work so more people can work more creatively, collaboratively, and strategically. The AI-powered UiPath Business Automation Platform combines the leading robotic process automation (RPA) solution with a full suite of capabilities to understand, automate, and operate end-to-end processes, offering unprecedented time-to-value. For organizations that need to evolve to survive and thrive through increasingly changing times, UiPath is The Foundation of Innovation™.