



Meet Trustpower's robot workforce

10X

Growth in applications
processed for connections



45%

Faster with efficient robots
gives huge time savings



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Cost saving running in the
hundreds of thousands



KOFAX

FUJIFILM
Value from Innovation

Process
Automation



One of New Zealand's most innovative energy and telecommunications providers has taken further steps towards business efficiency by introducing Robotic Process Automation. One of the recent steps Trustpower has taken towards the space age ways of working is the introduction of Kofax Kapow, which easily automates repetitive, time-consuming tasks and substantially accelerates the pace of business.

CHALLENGE

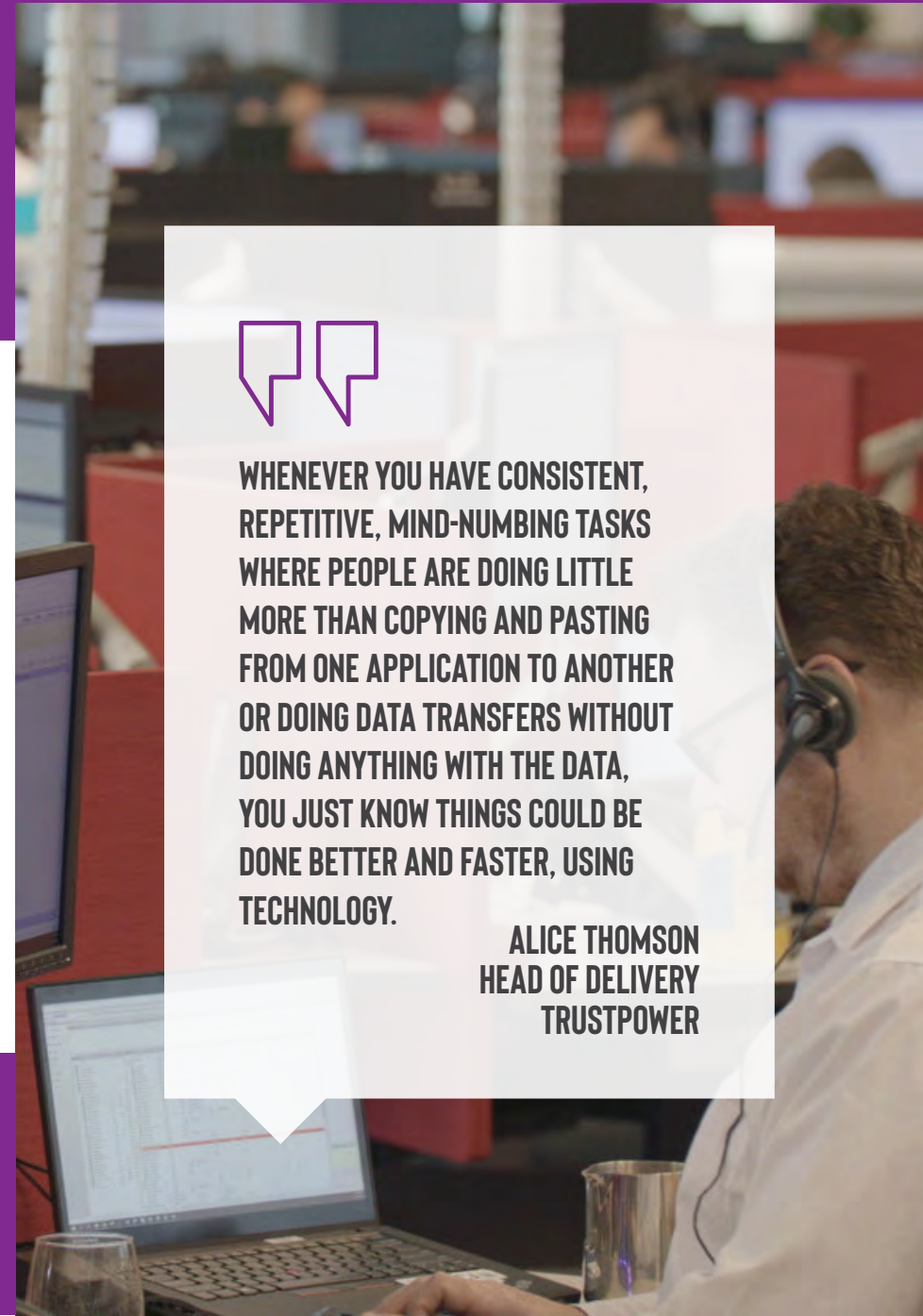
Trustpower and FUJIFILM Business Innovation New Zealand have worked together on multiple business process automation initiatives for many years. Alice Thomson (Head of Delivery at Trustpower), played a central role in modernising work practices at the company by initiating a 'Paper Intelligence' project to reduce dependence on printed materials as part of the businesses shift to activity based working when they relocated the Tauranga head office. Since this there has been further changes across the business to look at how both back-end and customer-facing processes can be streamlined.

Trustpower's approach is process efficiency. "Whenever you have consistent,

repetitive, mind-numbing tasks where people are doing little more than copying and pasting from one application to another or doing data transfers without doing anything with the data, you just know things could be done better and faster, using technology," she says.

AVOIDING BORED STAFF

Traditional fixes for tasks of this kind is to bring in and train-up another person to help. "That generally means you now have two or more people incredibly bored with the work they're doing," says Thomson.



WHENEVER YOU HAVE CONSISTENT, REPETITIVE, MIND-NUMBING TASKS WHERE PEOPLE ARE DOING LITTLE MORE THAN COPYING AND PASTING FROM ONE APPLICATION TO ANOTHER OR DOING DATA TRANSFERS WITHOUT DOING ANYTHING WITH THE DATA, YOU JUST KNOW THINGS COULD BE DONE BETTER AND FASTER, USING TECHNOLOGY.

**ALICE THOMSON
HEAD OF DELIVERY
TRUSTPOWER**



THAT GENERALLY MEANS YOU NOW HAVE TWO OR MORE PEOPLE INCREDIBLY BORED WITH THE WORK THEY'RE DOING

OUR FOCUS

CONNECTING
WITH CHORUS TO ONBOARD
NEW CUSTOMERS VERY
MANUAL BORING DATA ENTRY



TIME
TAKEN ON DOZENS OF
MANUAL PROCESSES TAKING
UP VALUABLE TIME

FUTURE
PROOFING TRUSTPOWER BY
GIVING THEM THE TOOLS TO
CONTINUE DEVELOPING ROBOTS



A TELECOMMUNICATIONS PROVIDER IS DIFFERENT TO PROVISIONING ELECTRICITY IN THAT YOU NEED TO WORK WITH A THIRD PARTY, FOR EXAMPLE CHORUS, TO GET NEW CUSTOMERS CONNECTED

ONCE WE'D SEEN RPA IN ACTION, WE REALISED IT CAN HAVE A HUGE IMPACT ON BUSINESS TODAY. THE FIRST BUSINESS PROCESS TO GET THE RPA TREATMENT WAS IN TRUSTPOWER'S RELATIVELY NEW TELECOMMUNICATIONS BUSINESS



SOLUTION

RPA software is easily programmed by business users to do repetitive tasks across applications just as people do – tasks often described as 'data entry.' It incorporates artificial intelligence and machine learning to handle high-volume, repeatable tasks previously handled by human workers. These tasks can include queries, calculations, and maintenance of records and transactions.

GETTING STARTED WITH RPA

"Once we'd seen RPA in action, we realised it can have a huge impact on business today," says Thomson. The first business process to get the RPA treatment was in Trustpower's relatively new telecommunications

business. "A telecommunications provider is different to provisioning electricity in that you need to work with a third party, for example Chorus, to get new customers connected," says Thomson. "Like many other telecommunications providers, we started out doing things manually, with people spending a lot of time copying and pasting, screen scraping, just transferring data. The kind of thing sometimes called 'swivel chair integration.'"

By training a software robot to collect the set of information in Trustpower's system which is required by the third party to get an internet customer's line connected, that tedious work immediately fell away.



THIS IS ABOUT BEING ABLE TO DO IT QUICKLY, WITHOUT HAVING TO GET A NEW INDIVIDUAL TRAINED UP

RESULTS

On just this one process, which served as a test case for the rest of the business, processing capability went from tens to thousands of applications in the same amount of time. It is an order of magnitude which immediately confirms the power of RPA for any business which performs notable amounts of simple data processing.

In short, RPA works – and well. “One of the advantages of Kapow is that it is a toolset which can be used by the people who know their job best. Once they are aware of what it does and how to use it, they very quickly find the situations where a robot can take care of specific tasks,” says Thomson.

READY FOR MORE

The major benefit of RPA is time saved – and that time typically goes straight back to people who have far better things to do.

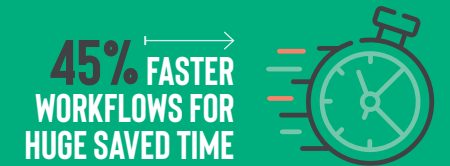
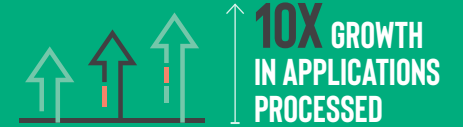
While it is early days, Thomson says across the business, people are starting to realise that when faced with repetitive tasks, there’s

no need to hire someone, but instead to look to robot to do it.

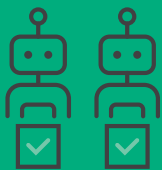
In fact, RPA works so well that Thomson says it is necessary to introduce a governance layer to manage the rollout of robots in the organisation. “Because you don’t need a developer or programmer to set it up, we’ve run into a different sort of issue with robots popping up all over the place. Now, we need to make sure we are aware of what’s going on in order to avoid duplication of effort.”

While she puts the maturity of the deployment at an early stage (there are around 10 or more processes which have successfully been automated), Thomson says the scene is set for RPA to continue transforming the way Trustpower runs its operations. “As we continue to establish more robust guidelines and processes around when and why new robots are being created, and as we spread knowledge within the business, the expectation is that RPA will continue to grow,” she concludes.

POWERING UP EFFICIENCY



EASY DEVELOPMENT IN THEIR HANDS



NO-CODE CREATION GIVES THE POWER TO CREATE MORE AND MORE ROBOTS



WITH THE GROWTH IN CUSTOMER NUMBERS IN OUR TELECOMMUNICATIONS BUSINESS, THERE’S JUST NO WAY WE WOULD HAVE KEPT UP WITHOUT RPA. AND WHEN YOU HAVE THIS KEY PROCESS AUTOMATED, YOUR TEAM’S WORK GETS MORE EFFICIENT; PEOPLE ARE NO LONGER SITTING AROUND DOING WORK WHICH ADDS NO VALUE

Need expert advice on Robotic Process Automation? Get in touch today to start your own Digital Transformation

ABOUT FUJIFILM PROCESS AUTOMATION

FUJIFILM Process Automation specialise in true digital transformation for your business. Our people are experts who listen, understand, consider what's possible, then anchor your digital transformation around the processes and goals that exist within your business.

Pain points in your finance department, repetitive manual tasks, lack of process or finance visibility, paperwork that slows down employees and destroys customer experience are the kind of things we are on a mission to stamp out.

We have a solid track record, and our team's knowledge and experience have enabled many New Zealand businesses to gain a competitive edge. Our customers' success is what sets us apart.

From Accounts Payable to Document Management, Smart Forms to Digital Signatures, we have the tools, knowledge and drive to help your business succeed in this ever changing digital world. Get Automated today.

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