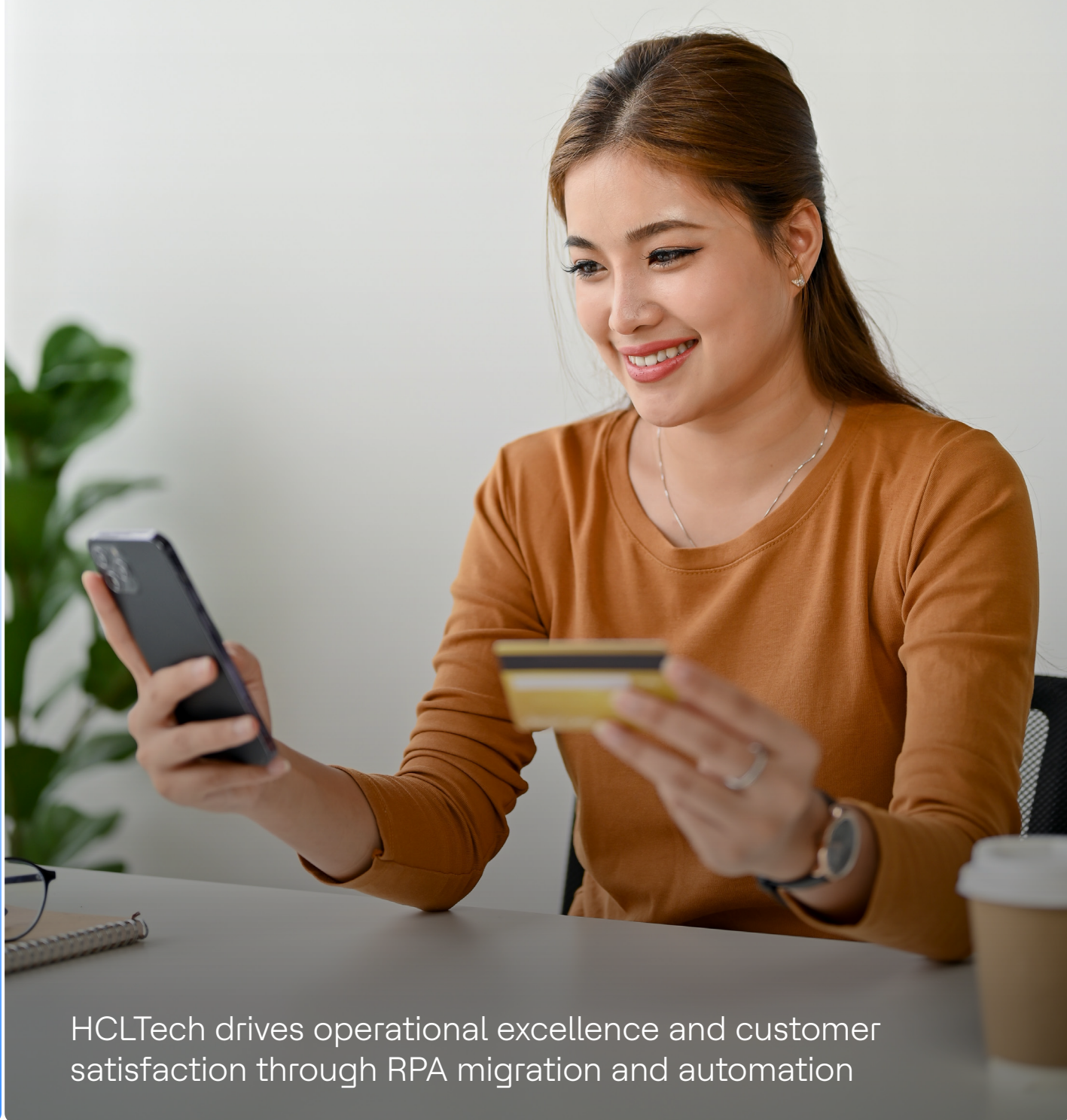


# Empowering scalability and efficiency in the American **eCommerce sector**



HCLTech drives operational excellence and customer satisfaction through RPA migration and automation

The client, American eCommerce MNC, faced issues of scalability in Robotic Desktop Automation (RDA) and had the need for system integration. They partnered with HCLTech to enhance the system's ability to handle a growing number of users and streamline user and agent creation processes. The impact of our innovative solution was significant, with reduced process times, faster call handle times, and streamlined reship processes.

## The Challenge:

### Scaling RDA processes and mitigating business loss

The client had deployed Pega OMC (RPA v8) for managing RDA, reporting, and other automation tasks. However, as the number of RDA users grew to over 4,000, the system faced scalability issues and frequent performance problems. The challenge was to find a solution that could handle the

increased user load and mitigate any potential business losses during the transition from Pega OMC to a more advanced solution. Additionally, integrating the existing systems, Avaya, and Salesforce, was crucial for seamless operations.

## The Objective:

### Enhancing scalability and integrating existing systems

The objective of the client was to tackle various challenges. One of these challenges was scalability, which involved implementing a solution capable of effectively managing the increasing number of RDA users. It was essential to ensure smooth performance while maintaining efficiency. They were also focused on business loss mitigation during the transition from Pega OMC to the new solution. By carefully managing the process,

the aim was to minimize or eliminate any potential negative impact on the business. Additionally, system integration played a crucial role, aiming to seamlessly integrate the existing systems, Avaya, and Salesforce. This integration would facilitate efficient data exchange and process synchronization, enhancing the overall performance of the systems involved.

# The Solution:

## Migration towards the new-gen technology

To overcome the challenges and achieve the objectives, the following solution was implemented:

### Migration to Pega Robot Manager

We executed the migration from Pega OMC to the more advanced Pega Robot Manager. This in-house solution provided better scalability and could handle the increasing number of RDA agents efficiently.

### Automation

We automated the user and agent creation process, eliminating the need for manual intervention. Previously, a dedicated resource had manually created and populated user information, but now it was automated, saving time and resources.

### Interim deployment

To ensure minimal disruption during the transition, we proposed an alternative solution of interim local network drive deployment. This allowed for a smooth transition from Pega OMC to the Pega Robot Manager, minimizing or nullifying any potential business losses.

### System integration

We managed the integration with existing systems, Avaya, and Salesforce, to enable seamless data exchange and process synchronization. This ensured efficient operations and enhanced overall system functionality.

### Upgrading to newer RPA Version

We provided a roadmap for upgrading to the newer version (v19) of RPA, ensuring the client stays up to date with the latest features and enhancements.





## The Impact:

Improved efficiency, reduced process times, and enhanced user management

Our solution had a significant impact. By migrating to the Pega Robot Manager and implementing automation, we were able to achieve reduced process times and faster call handle times, resulting in improved customer service. The streamlined reship process significantly enhanced efficiency. Additionally, automated user management tasks **reduced manual effort by 80% and turnaround time by 95%**, allowing resources to focus on more critical tasks. Overall, our solution drove operational excellence, improving scalability, efficiency, and customer satisfaction for the client.

