



HachiAI

Case Study

Intelligent Digital Co-Workers
drive revenue growth by
increasing speed, capacity and
accuracy of E2E Order
Processing

**3x
Capacity
Increase**



**> 60% Cost
Reduction**



**100%
Accuracy**



**< 6 Months
Payback
Period**



BACKGROUND

The Operations Team of an Telco was tasked with processing new sales orders for a unified cloud communications solution. This involves:

- Allocating appropriate devices
- Assigning phone numbers
- Enrolling in price plans
- Requesting add-on features
- Picking up orders
- Gathering necessary order details

The complete workflow is complex and spans seven different systems. With the available data, the Operations Team begin order processing by configuring device types, add-ons, price plans, and other details requested by the customer and generate the contract, which is then sent to the customer for a signature.

MAJOR CHALLENGES



Complex E2E order processing workflow across **7 disparate systems** involving **50,000+** nested permutations



24x7 capacity needed to handle unpredictable order volume



Significant delays and rework due to Errors in data entry and all day swivel chair tasks

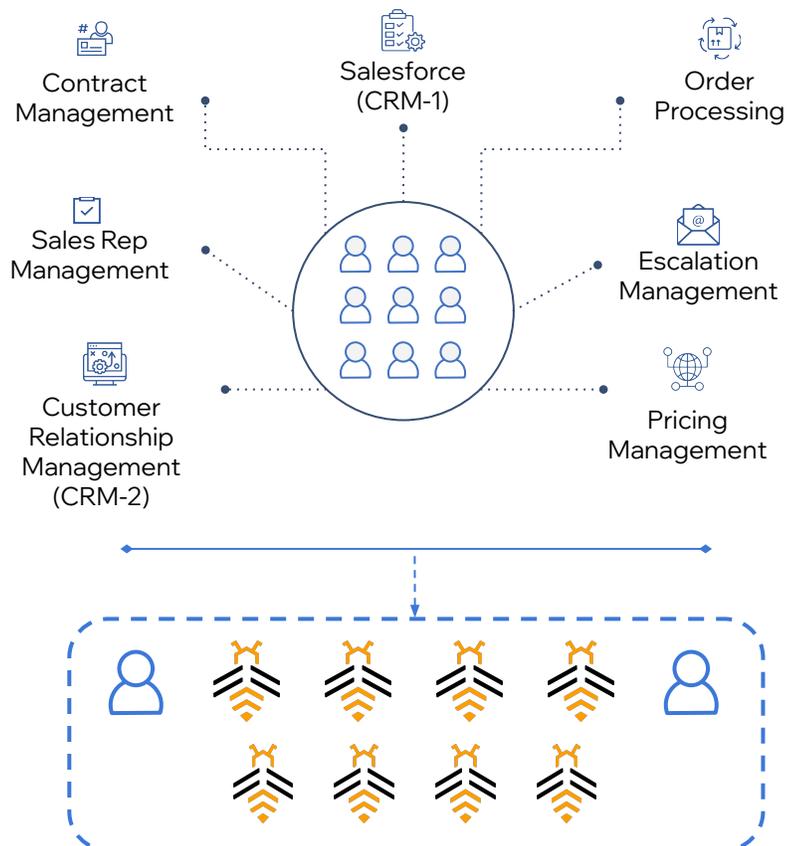


Multi Million \$\$ Integration required over 12+ months

APPROACH

Intelligent Digital Co-Workers (IDCWs):

HACHI created **Seven** IDCWs without any coding by combining **20+** existing **microskills** in a calculated and coordinated fashion to automate tasks efficiently. They seamlessly emulate human actions, automating workflows across several existing applications without custom software development or costly system integrations.



SUCCESS

We created agile, **non-intrusive** bots that seamlessly integrate into existing systems, assisting workers with necessary yet redundant tasks.

This approach ensured:

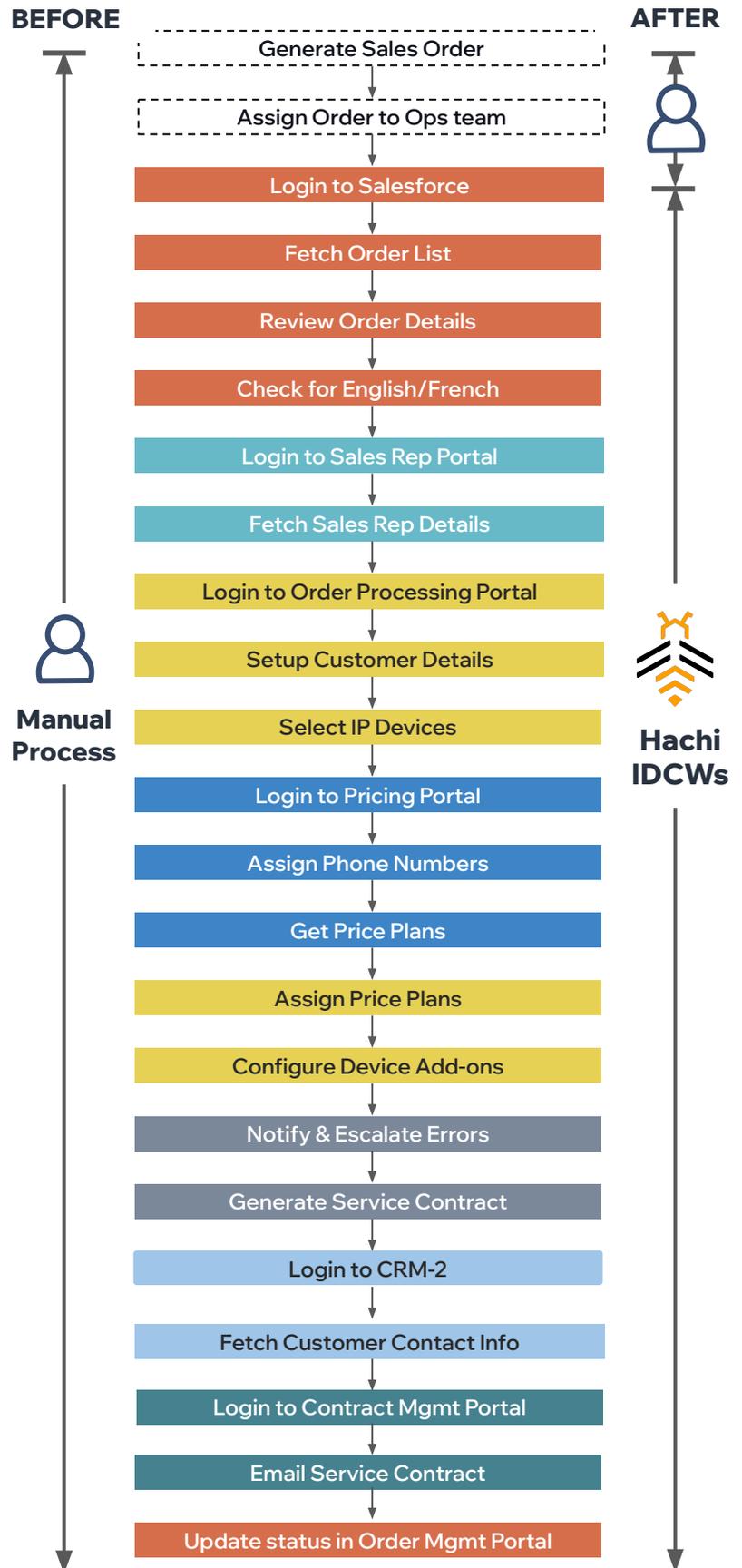
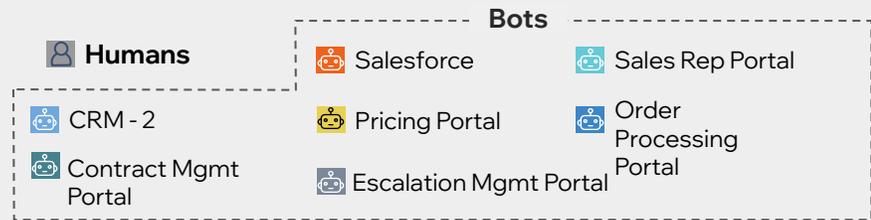
- **No new integrations** needed
- Immediate Increased Efficiency
- **100% Accuracy**
- Assistance **24x7x365**

Keys Skills Exercised:

1. Multi-Platform Login Access
2. Data Reading and Extraction
3. Data Entry and Migration
4. Data Configuration
5. Language Verification
6. Searching and sorting
7. Updates & Corrections
8. Price plan and Phone Number Assignment
9. Service Contract Generation
10. Error Detection and Escalation

Achieved Results

- ❖ **> 60%** Cost Reduction
- ❖ **3x** Capacity Increase
- ❖ **< 6** Months Payback Period
- ❖ **ROI** from **Day 1**
- ❖ **21** of **23** tasks
- ❖ **7** Systems Involved
- ❖ **5000+** Permutations



Note: This workflow is simplified for illustration purposes.

ABOUT HACHI

HACHI is a Hyper Automation platform for training Digital Co-Workers (Bots) to automate complex workflows as per job descriptions using a no-code approach. All possible human gestures and actions are pre-coded and readily available to read, interpret, write & transform data, make decisions and even manage escalations. Alongside the existing team, these Bots can be rapidly trained to perform tasks just like people, by emulating human actions across existing applications without the need for custom software development or costly system integrations effort on a variety of platforms such as mobile, tablet, web, desktop and even legacy CLI based systems non-intrusively.

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APPLICABLE INDUSTRIES

 CPG |  Distributors |  Retail |  Logistics |  Banks |  Telcos

KEY BENEFITS OF AN IDCW

-  **Elimination of High-Volume, Repetitive Tasks**
-  **High-Speed & Consistency**
-  **High Accuracy & SLA adaptability**
-  **Complete automation of Standardized & Rules-Based tasks**
-  **Scalability & Capacity Increases**

WORKFLOW-BASED AUTOMATION

-  **Finance & Accounting**
-  **Sales Process**
-  **HR Support Assistant**
-  **Contact Center**
-  **Supply Process**