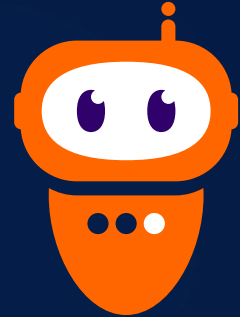


CASE STUDY

Discover how flexible, scalable robotic processes free up valuable resources for this leading shared services provider and help to drive new business acquisition.



MAIK, a service provider to the Norwegian electrical power industry, welcomes digital workers from Microsoft Azure

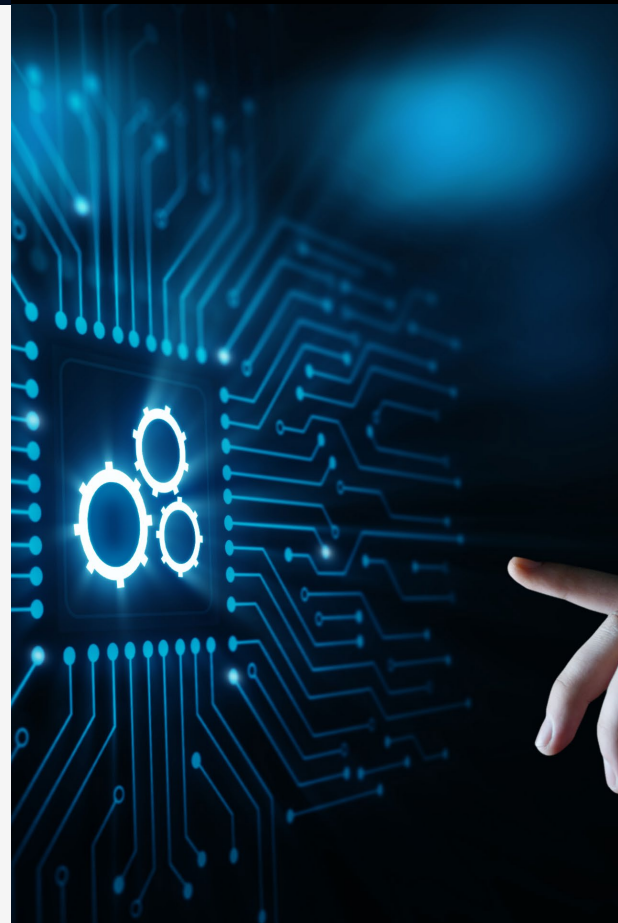


MAIK The organisation

MAIK AS delivers business-critical services to network utility and power companies in Norway. Customers rely on MAIK to support them in the automation of business processes to obtain better service quality with lower operational costs.

MAIK's vision is to nurture the most satisfied customers in the sector. It achieves this by responding to customer needs through innovative solutions, disruptive technologies and effective services. Its clients are empowered to focus on their core business thanks to MAIK's industry-specific services in the following areas:

- **Performance measuring**
- **Billing**
- **Debt collection**
- **Business consulting**
- **Procurement**
- **Accounting and finance**



MAIK + Robotic Process Automation

The management team at MAIK first investigated Robotic Process Automation (RPA) after recognising that extensive routine work was significantly hindering the business's ability to acquire and onboard new customers. To address this issue, it set a goal to allocate more resources to customer service by automating back-office routine work. RPA was identified as an effective tool to help achieve these objectives.

MAIK approached Digital Workforce, the leading RPA solutions provider in the Nordics.

Together, MAIK and Digital Workforce began a journey to educate staff and develop capabilities to maximise the sought-after benefits of RPA. Managers joined discussions

and training sessions to map out the project, while other hands-on project participants completed courses on the Digital Workforce RPA Academy e-Learning platform.

The Digital Workforce cloud-based Robot as a Service (RaaS) delivered via Microsoft Azure was chosen because it offered MAIK a turnkey solution which is easy to scale up over time. The parties developed an agreement to secure the proper management and governance of the project and, in March 2018, Digital Workforce started work on the first four automation projects.

MAIK selected the Azure-based Robot as a Service offering from Digital Workforce based on the following evaluation criteria:



QUALITY & CUSTOMER FOCUS

ability to understand how to meet customer requirements.



TURNKEY SERVICE

quick implementation and expert services.



SCALABILITY

ability to flexibly ramp up the service as needed.



PROVEN DELIVERY SUCCESS

Delivery methodology reduces project risk. MAIK is empowered with in-house RPA capacity.





Software robots – the “digital workers” – can be implemented quickly and safely on top of existing IT and scaled up flexibly when delivered from the cloud. It’s also easy and inexpensive for organisations to deploy RPA without having to invest in a dedicated service environment.

The most important criteria for MAIK when choosing the Azure-hosted Robot as a Service offering was the fast and easy implementation. No additional investment in hardware or software was required. Service delivery covered everything necessary for the successful introduction and continuous utilisation of RPA – from technology licenses to virtual environment and back-end services.

RPA and the digital strategy

MAIK’s digital strategy is tightly linked to the company strategy to provide high-quality service and grow the business. By responding to customer needs through innovative solutions and effective services, MAIK strives to create the most satisfied customers in the sector.

The company deploys RPA where it can speed up service delivery and enable resources to be allocated in a way that generates improved customer value.

Utilising digital workers enables MAIK to shift working hours away from performing routine back-office tasks to manage customer-facing work – such as sales, customer service and customer onboarding.

In this way, automation enables MAIK to take on more new customers – those who might otherwise have been declined due to limited staffing resource.

MAIK’s management team regards RPA as an essential tool in enabling the company to reach its strategic objectives. Thanks to the early success of Digital Workforce’s solutions, MAIK plans on rapidly ramping up its use of RPA technology.

Cloud-based RaaS enables capacity to be flexed on demand. A seamless transition from just a few automated processes to dozens – or even hundreds – of automated processes in production is easy thanks to the Azure service delivery.

THE SOLUTION

Robot as a Service with digital workers delivered from an Azure cloud environment enables MAIK to move forward with RPA effectively. The company can scale up without having to make any additional hardware or software investments.

Cloud-hosted digital workers operate on MAIK's existing IT systems and perform automated processes in the same way any human worker would. The solution adheres to strict safety regulations. This enables MAIK to free workers from tedious routine work. Instead, human staff perform more customer-facing work where they can add maximum value.

MAIK plans to rapidly ramp up its use of digital workers in the near future. The company currently has four processes in production and plans to increase this to 30 digital processes by the end of 2019.

Digital Workforce will support this transition by delivering additional services for MAIK to scale up its virtual robotic workforce. These services include: a Repository Object Library for the re-use of automation objects and a Management Tool for easy tracking and management of robots.

NEXT STEPS

The MAIK management team regards RPA as an essential tool for enabling the company to reach its strategic objectives. Digital Workforce RPA will power a set of 30 automated processes at MAIK by the end of 2019. All automation efforts will support the dual goals of service quality improvement and reduced lead times for customer onboarding.

MAIK looks forward to continuing its automation journey. The possibility of increasing the intelligence of digital workers through AI and other new technologies used alongside RPA will further support the company's strategy. The selected Azure cloud environment will serve as a platform to flexibly integrate these different technologies and enable them to be delivered to the customer on demand.