



Project Launch: Top 10 Use Cases for Process Automation

This white paper outlines the top 10 use cases for process automation across various business departments. It explores how automation can streamline operations, increase efficiency, and improve overall productivity. We'll examine these use cases by department, providing a comprehensive overview of how automation can revolutionise business processes.



Overview of Process Automation

Process automation is the use of technology to automate repetitive tasks and processes. It leverages software robots, artificial intelligence, and other tools to streamline workflows and eliminate manual intervention. This approach offers numerous benefits, including increased efficiency, reduced errors, improved accuracy, and enhanced employee productivity.

Automation tools can handle tasks like data entry, document processing, email management, and even complex decision-making processes. By freeing up employees from mundane tasks, businesses can focus on strategic initiatives and innovation, leading to significant gains in overall productivity and profitability.





Top 10 Use Cases for Process Automation

- 1. Invoice Processing**
Automate invoice receipt, data extraction, and payment processing.
- 2. Customer Support**
Handle common inquiries, route tickets, and provide automated responses.
- 3. Data Entry**
Automating data entry from various sources, reducing errors and saving time.
- 4. Lead Generation**
Identify and qualify potential customers, automating lead scoring and nurturing.
- 5. Report Generation**
Generate reports from various data sources automatically, providing real-time insights.
- 6. Order Fulfillment**
Automate order processing, inventory management, and shipping processes.
- 7. Employee Onboarding**
Automate tasks like paperwork, system access, and training assignments.
- 8. Contract Management**
Manage contract creation, review, and renewal processes automatically.
- 9. IT Support**
Provide automated support for common IT issues and troubleshooting steps.
- 10. Risk Management**
Automate risk assessment, compliance monitoring, and reporting tasks.