



ROBOTIC PROCESS AUTOMATION

DATA DUPLICATION



CHALLENGE

- High number of duplicate records impacting overall data quality
- Significant manual efforts were being invested in identifying duplicates and resolving them
- While existing records were getting cleared slowly, new set of duplicates being produced everyday



SOLUTION

- Existing product rules extended to create additional rules to detect duplicates.
- A BOT led strategy was adopted to increase the throughput and bring scalability
- BOTs created to mimic the human behavior to verify and confirm the duplicates in readiness to the merge process
- BOTs operationalised in parallel to the data cleansing analysts
- BOTs took over the data cleansing wherever feasible, whereas data cleansing analysts focused on managing exceptions only.



IMPACT

- BOTs available to operate up to a maximum **24x7**
- Reduction of data cleansing team allowing them to focus on more critical activities
- Processing of 34k persons and 41k locations in 2 months resolving 40k duplicates along with other static objects
- Significant paradigm shift from all-manual to managed-by-exception

DATA DUPLICATION

Before
with manual effort



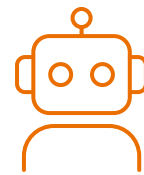
1 YEAR

120k Records | £3.2m cost

Automation Implementation



After
with automation using BOTs



3 MONTHS

120k Records

POSSIBLE USE CASES

Data de-duplication

Automation of licencing

Automation of rotas

Automation of reporting

Auditing data systems

Supporting the fight
against the cyber-crime

Document management

Performing repetitive
tasks like data entry

Avoid double key the same
information into different systems

Reviewing video

Email processing
and auto action

Document processing via OCR

For more information on the services NEC Software Solutions offers visit our website necsws.com/public-safety-software or get in contact with us at hello@necsws.com



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