

INDUSTRY: Healthcare

DISYS SERVICE: Infrastructure Support Services

COMPANY: One of America's leading healthcare providers and not-for-profit health plans, currently serving more than 10 million members in eight states and the District of Columbia.



BUSINESS CHALLENGE

- The client wanted to consolidate its RSA token use and decommission those no longer in use
- Client needed a fast, efficient and low-cost way to perform these decommissions without disruption to current RSA Token structure
- Client required a solution sensitive to its compliance and legal requirements while lowering its error rate, eliminating extensive SOX violation fees
- Client desired the decommissioning to happen within 48 hours of an employee's termination



THE DISYS SOLUTION

- Analyze the current process and created a Business Case Analysis
- Generate indepth reports, outlining client's ROI
- Evaluate all compliance requirements
- Determine feasibility of automating the process through Automation Anywhere
- Reimagine the process though creation of a BOT with strict rules to perform repeatable tasks error-free and in a timely fashion



RESULTS & BENEFITS

With its expertise in RPA, DISYS:

- **Maintained SOX audit compliance by decommissioning within 48 hours of termination, saving \$250K per violation**
- **Provided significant operational savings equivalent to two FTEs**
- **Eliminated security risks through BOT's non-invasive, repeatable behavior**
- **Provided detailed reports on daily activity of decommission process**
- **Created an agile process, easily updated based on changing requirements**