

DISYS Service Desk Invoicing Automation



INDUSTRY: Information Technology

DISYS SERVICE: Helpdesk

COMPANY: Base in McLean, Va., DISYS is a global services & staffing firm, striving to be a global business partner, delivering the highest quality and most consistent services at the best value to clients worldwide.



BUSINESS CHALLENGE

- The DISYS Service Desk team was handling approximately 500 requests asking for the reprinting of invoices. This heavily manual process involved:
 - Individual copying of info from SAP for each request
 - Looking up of the specific invoice for each request
 - Opening the invoice & sending to the requestor for each request
- DISYS estimated 20-30 weeks per year were spent accomplishing this task



THE DISYS SOLUTION

- After gaining a thorough understanding of the problem and its manual steps, the DISYS Automation Center of Excellence created a batch process that:
 - Utilized Automation Anywhere
 - Automatically runs through all web-generated tickets daily, without human interaction
 - Instantly copies SAP information, looks up specific invoice, opens it and sends information to the requestor



RESULTS & BENEFITS

- **An 80% reduction in time spent on this once manual process, Reducing time spent from 20 weeks a year to 4 weeks a year**
- **Immediate cost savings evident through reallocation of vital employees' task time**
- **Renewed focus on customer service by freeing employees from a tedious, repeatable task**