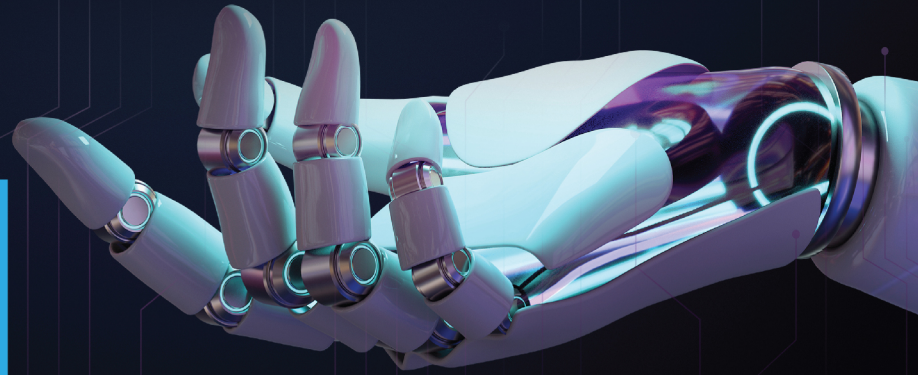


CASE STUDY

AUTOMATED ORDER CREATION: A GAME-CHANGER WITH RPA



THE SOLUTION

TrueFocus Automation implemented a custom Robotic Process Automation (RPA) solution to streamline order creation. Our approach included:

- ✓ **Process Optimization** – Analyzed and refined workflows for automation feasibility
- ✓ **End-to-End Automation** – Developed four bots to process orders across all channels
- ✓ **Exception Handling** – Designed a seamless handoff process for manual review when needed

THE CHALLENGE

A leading national title insurance underwriter struggled with inefficiencies in new order creation within SoftPro. Orders arrived from multiple channels, requiring manual processing that took 25–30 minutes per order, leading to:



Processing delays during high-volume periods



Increased data entry errors resulting in costly rework



Challenges in prioritizing orders across multiple channels

RESULTS & IMPACT

- ✓ **100%** automation achieved across all clients & products
- ✓ **100%** accuracy with improved turnaround times
- ✓ 24/7 bot operation with **99.5%** uptime
- ✓ **64%** annual operating cost savings
- ✓ Development and Go Live in **8 weeks**

**Ready to automate your order
creation process?**

**Contact us to learn more at
info@truefocusnow.com**