AUTOMATING RAMCO EMAIL UPDATES: AHANA ENABLES SAME-DAY ONBOARDING FOR UP TO 300 USERS

Efficient user onboarding is important for businesses as it directly impacts productivity and user experience. Manual processes, while initially manageable, often become bottlenecks as organizations scale. Automating these processes can lead to time savings and reduce human errors. This case study focuses on Ahana's implementation of an automated solution for updating user emails in the Ramco Portal, highlighting the challenges faced, the solution provided, and the impact of the implementation.

Client Profile:

Our client is a leading provider of design and technology services across the globe. They partner with companies in various industries, including automotive, broadcast, communications, healthcare, and transportation, reimagine their products and services. They achieve this by combining design thinking with cutting-edge digital technologies like IoT, cloud computing, mobility solutions, virtual reality, and artificial intelligence.

The Challenge:

Our client faced significant inefficiencies with their manual process of updating user emails in the Ramco Portal. The existing process required downloading an Excel file attachment from an email, extracting user details (employee number and email address) from the Excel file, logging into the Ramco Portal, updating the email ID for each user, and marking the update as completed in the Excel file. This labor-intensive process had to be repeated for each user, consuming considerable time and human effort. The manual method was not only inefficient but also prone to errors, leading to potential delays and inaccuracies in user data updates.

Ahana's Solution:

Ahana provided a comprehensive solution using UiPath to automate the entire process, improving efficiency and accuracy. The key steps of the solution were as follows:

- **Automated Email Handling:** The bot received a list of onboarded users via an email attachment with the subject 'Onboarded Users: dd-mm-yyyy,' generated by an existing bot.
- **Excel Data Extraction:** The bot downloaded the Excel attachment and fetches user details, including employee numbers and email addresses.
- **Portal Automation:** Using the extracted data, the bot logged into the Ramco Portal with the necessary credentials.
- **Email Update:** The bot updated the email ID for each user in the Ramco Portal.
- **Task Completion Marking:** After updating, the bot marks the task as completed in the Excel file.
- **Output Reporting:** The updated Excel file was sent via email, marking the process's completion

Graph API was utilized to read and send emails, further streamlining the process.
The entire implementation was completed in 15 days.

The Impact:

- **Time Savings:** The automation significantly reduced the time required for updating user emails, ensuring seamless onboarding within the same day.
- **Increased Productivity:** By minimizing human involvement, 18 Full-Time Equivalents (FTEs) across 9 locations were redirected towards more impactful projects.
- **Scalability:** The solution effectively handled the onboarding process for 10 to 300 people.
- **Operational Efficiency:** The automation improved critical processes, enhancing resource utilization and preventing significant business and productivity losses caused by onboarding delays.
- **Enhanced Security:** The solution included enhancements to security measures, further benefiting the client's operations.

Conclusion:

The automation of the email update process for the Ramco Portal yielded measurable results for Ahana's client. By reducing the time and effort required for these updates, the client could allocate resources more effectively and improve operational efficiency. Ahana's solution how targeted automation can address specific business challenges, leading to tangible benefits and streamlined processes. Ahana's solution provided the client with a more efficient, reliable, and scalable approach to user onboarding.

About Ahana Systems and Solutions:

Ahana Systems & Solutions is a leading IT Infrastructure Management Services and Digital Transformation company based in Bengaluru, India. Our expertise extends to a wide range of solutions, including Cloud, RPA, DB & EDW, BI & Analytics, and Application Development. Our 100+ roster of clients relies on us for our deep domain expertise, skilled resource base, and proven partnership with the best technology providers.

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