

# Scaling RPA

## in Healthcare



**Mercy, a 40-plus hospital system across four Midwestern states,** chooses Amitech Solutions to embark on Robotic Process Automation (RPA) journey and solves real-world business challenges saving \$3M in the first year, while continuing to scale RPA across the organization.



If hospitals do not achieve productivity growth by 2025,

**up to 60% could face negative margins.\*  
RPA can help solve this urgent dilemma.**

*\*Congressional Budget Office*

## THE NEED

Mercy needed a strategic collaborator who could stand up its automation technology,

implement an automation center of excellence (COE) processes, and develop the high-value enterprise automations. Most importantly, the collaborator needed to be aligned with Mercy's mission and culture.

## STRATEGY FIRST FOR RPA

When Mercy's executive leadership saw automation would be a powerful tool in helping reduce costs and improve service and quality, they also knew it was important to start with a strategic vision and create an internal team able to propagate that vision across the organization.

In 2018, Mercy started their automation journey by hiring a new leader with experience leading successful automation implementations. With a strong business-oriented vision to anchor to, Mercy's automation team would be able to engage other business leaders and IT teams in productive and collaborative work. Using this strategy-first approach, Mercy laid the foundation for automation successes that have now transcended multiple business areas across the Mercy health system.

## INDUSTRY LANDSCAPE

Health systems nationwide face multiple forces that have created an imperative and renewed urgency to streamline operations and reduce costs. Increasing financial pressures from mergers and consolidations permeating the healthcare industry have forced organizations to become more strategic with their everyday data. In addition, downward pressures on provider reimbursement rates persist across the industry. Lastly, shifts to value-based care and payment models have created new analytical challenges and risks to profit margins. When combined with COVID-19, there has been an exponential focus on improving the bottom line. This current crisis provides a clear opportunity to fast forward data, analytics and automation solutions to have an immediate impact due to efficiency gains and cost savings.

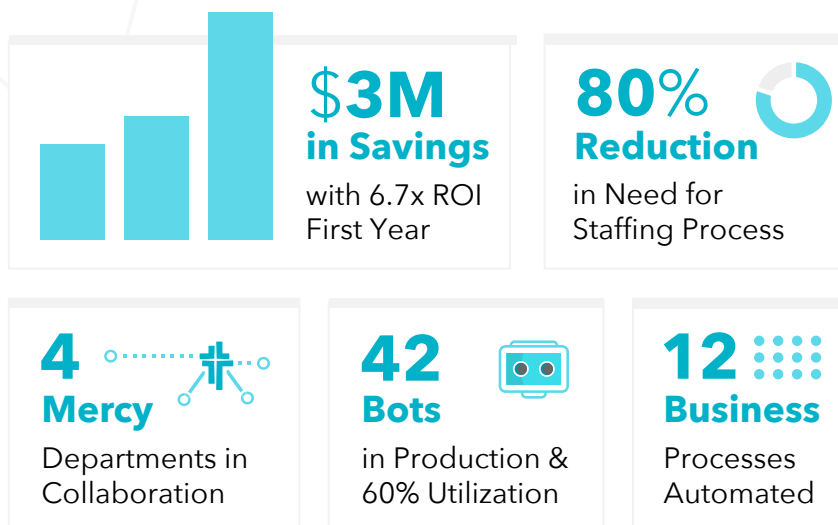


## ENGAGEMENT BACKGROUND

After evaluating options for software platforms and implementation partners, Mercy determined Amitech had the deep healthcare expertise, proven methodology, and organizational alignment the healthcare provider was seeking. Plus, Amitech, through its collaboration with UiPath, would bring to the table one of the market's leading automation software platforms, which made the choice clear for Mercy. Amitech would assist in building out Mercy's automation COE, stand up their UiPath automation environment, and implement the initial high-value automations while educating and growing Mercy's automation COE team.

## ACHIEVING RESULTS

Through the Amitech and Mercy collaboration, and by aligning the right people, from leadership to those executing day-to-day, Mercy realized the following business value and ROI during the first year.



### CHALLENGE

Ensure a **scalable, enterprise grade, secure platform** setup and configured from the onset to prevent stumbling blocks



### SOLUTION

Create a **strategic, collaborative automation process** across multiple departments through engagement and advocacy

Deploy a **strong Automation Center of Excellence** to ensure high quality automations



### RESULTS

- **Trusted relationship** between business process owners, the RPA COE, and vendor experts
- **Business units identified** and communicated value-added, integrated automation
- **Savings of \$3M & 6.7x ROI**

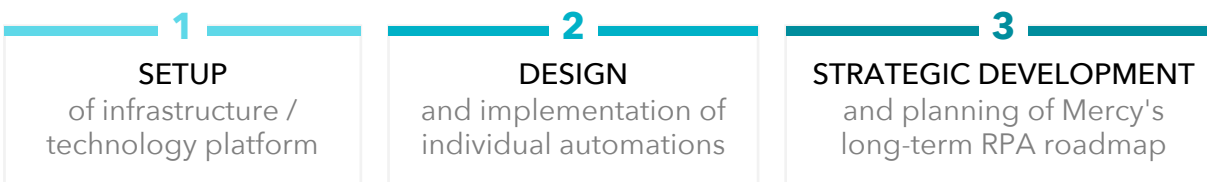
## KEYS TO SUCCESS

### A Holistic Approach and Accountability

Since the Mercy RPA team was leveraging a new automation technology strategy and new leadership, Amitech focused on three areas: relationship, education and, as it does for all engagements, customer-centric methodology to help ensure Mercy's long-term success. Before any technical aspects of the implementation, Amitech took time to get to know Mercy as the customer, their mission, overall business goals, and the team's needs and aspirations to create accountability.

### Deep Technical Expertise

Mercy relied on Amitech's deep technical expertise in automation for three distinct needs:



Amitech's experience and existing templates and processes helped Mercy achieve their automation goals. This, along with a cohesive team culture, accelerated the team's ability to deliver value through RPA. Amitech supported Mercy in developing the right Automation COE team, making technical decisions, and communicating effectively at all levels of the organization, from senior executives to front-line coworkers.

## COMMITMENT TO TRANSFORMATION

Amitech believes healthcare can and should be better and shows customers how to automate processes with expert guidance that exceeds expectations effectively.

Amitech believes healthcare can and should be better. With a single-minded focus on value, we combine people, process, culture and technology to drive real and lasting change. We partner with our customers to deliver data analytics, automation and digital transformation strategies and solutions to make healthcare more proactive, higher quality and less expensive for everyone.



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