# Data Migration

## **Background**

Big data is getting bigger. More and more data is being generated across multiple sources, it is getting tougher, and more and more time consuming to manage measure and analyse. In addition, with this increasing amount of data available, manual processes and human intervention leaves a greater margin for error.

**Challenges**

This IT and Business Process outsourcer was providing a management service for one of its customers, recording all activities in its own case management application, a shared platform used across all of their clients. However, this specific customer required the information to be recorded in its own dedicated system too. Using the client’s case management application as well as their own was simply inefficient. However, the two systems could not be connected due to client restrictions, so the only way to get case information from the client system to the service provider system and vice-versa was to use people. By recruiting temporary staff and redeploying staff from other duties, 12 employees were assigned to manually rekeying the records from one system to the other. This slow process was creating a huge backlog of cases to be migrated and updated.

## **Applicable Use Cases**

### **Banking:**

Robotic Process Automation can be applied to most of the processes within the Banking domain, but the most feasible scenarios where these solutions can mark a difference are the data validations, data migration between applications, customer account management, report creation, comparing mortgage values across cities, form filling, financial claims processing, updating loan data and backing up teller receipts.

### **Finance:**

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## **Proposed Solution**

An automated solution was deployed with Virtual Workers replicating the data from one system to the other, replacing the 12 staff with just two Virtual Workers and delivering work out of hours to minimise the overall customer impact. The backlog of cases was quickly cleared and the reduced cost of temporary staff saved the client around £200K in the first three months of operation.

## **Benefits**

* Reduce manual processes – save employee time on data entry
* Increase productivity – allow staff to focus on higher value activities
* Improve processes and stay ahead of your competition
* Faster processing – our digital software robots work 24/7, 365 days a year
* Data migration is quick to implement with exceptional return on investment

## **References**

* <https://youtu.be/jOtNlQ0zpiY>
* <https://www.uipath.com/blog/how-rpa-transforms-data-migration>