

— CASE IN POINT | **SERVICENOW + GLOBAL INSURANCE FIRM**

The Journey to Automate Everything

RapDev's guided implementation of ServiceNow Integration Hub & RPA **saved a global Insurance company 36,000 hours per year**

The journey to automation & reducing manual workload

Challenge & Technical Solution	Outcomes
Built proprietary fulfillment workflows to improve operational & quality reliability	52k tasks automated & standardized across environments
20+ legacy systems required to onboard users, some without integration points	93% success rate of automated tasks, reducing manual workload & cost
Significant impact to asset tracking given remote users and high turnover	87% reduction in wait times, from days to hours
Limited number of resources on phone systems, requiring automation to cycle through extension numbers	36k operational hours saved/year

" Our partnership with RapDev greatly accelerated our timeline. They came in and freed up time for internal teams, allowing them to continue building momentum on other important projects. RapDev was vital in offloading toil for our teams and building a solid automation foundation to build upon."

— AVP of Infrastructure

