AUTO FINANCE PLAYER CHECKMATES MANUAL OPERATIONAL INEFFICIENCY WITH AUTOMATION

Infolob supercharges letter generation and account number stamping-related operations for this leading automotive finance company using UiPath. Developed and deployed within 45 days, the automation bots now deliver ~40% greater efficiency as well as handle spikes in volume effortlessly.

Abstract

This project was aimed at completely overwriting the existing Title Aging automation process to streamline paid-in-full (PIF) letter generation while also, in general, injecting automation into letters previously not handled by RPA (bots). This objective was accompanied by an automated process creation for stamping account numbers and applicable document stamp numbers to state contracts, followed by uploading the modified PDF to Global Search.

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Business Concerns

This Infolob client is a premier automotive finance enterprise and lender of choice with 1000s of franchised and independent dealers throughout the United States. Having the motto of democratizing vehicle ownership, the client possessed more than one million customers opting in for tailored financial solutions for their personal transformation needs. In 2021, the company's portfolio valued at eight billion dollars. With all that concurring, the client faced operational bottlenecks because:

- Most of the processes were manual and performed daily.
- It harnessed the Title Aging Business Intelligence report as input and created PIF letters for all states.
- A Title Release specialist manually printed the contract and wrote the account number (and optionally, also put document stamp number on each contract).
- Title Release specialist was overburdened with the volume of changes.

Infolob's Intervention

Our experts quickly realized that none other than business process automation could save the Title Release specialist from hours of effort while also helping to timely update the contract. And, since users manually found account data in internal applications and filled the word templates – the following resolutions were applied:

- Use of UiPath Automation, and Open BI report for the input accounts that required paid-in-full letters to be generated.
- Use of bots that connect to the database and pull account information (name, amount, vehicle information) for updating word template and generating the paid-in-full letters.
- Use of UiPath Automation to connect bots to BI reports to get the accounts that required stamp on the contract.
- For each account, the bot will download PDF document (loan contract document); open PDF in Acrobat reader application to stamp; and save PDF in Network Folder – ultimately uploading to company's website.

Business Outcomes

This 45 days Infolob job nearly doubled the operational efficiency of consolidating the PIF letter process—updated with the new letter approved by legal—handling a higher volume of accounts.

The update to the BI report allowed for better quality as the data is pulled directly from tables versus the digital assistance finding the information within Shaw Application (Internal Exeter Finance Application).

Additionally, the digital worker is now able to handle spikes in volume without requiring additional staff by using additional digital assistant licenses. In numbers, the client now operates its PIF letter generation and Title Release contract creation at:

1 bot taking 2 and 3 minutes per document compared to manual users taking 3 and 5 minutes per document, respectively.