

RPA Use Case #1: Patent Processing

Overview: Our client needed assistance with reviewing 50,000 patent applications to determine the reason they had been rejected by the US Patent & Trademark Office.

A ComResource Success Story

The Challenge

- Manually researching each rejected patent application would take up to 2 years to complete (avg. 10 minutes per record)
- Client's attempt to automate the solution up to this point had failed

Our Solution

- Created RPA to scan/extract 50,000 PDFs from the web 24/7, including holidays
- Applied OCR to extract data
- Developed logic and code to automatically scan data and identify reasons for rejection
- Used human resources for process validation and quality control, and to focus on exception records that the bots identified

The Results

- Built an extremely robust, fast, and accurate framework to determine reasons for patent application rejections
- Completed the project in 5 months (20% of the projected time)
- Engaged by client for additional work



RPA Use Case #2: Data Migration

Overview: Our client needed to migrate their data from 2 systems that they were paying costly annual licensing fees.

A ComResource Success Story

The Challenge

- Client did not have direct access to the systems' databases or APIs
- The systems' website was unstable and required multi-factor authentication
- Initial projections were that it would take 33 weeks to complete the work

Our Solution

- Created RPA to extract all data from both systems
- Created a second RPA to upload the data into the new system using the front-end interface only
- Ran the bot 24/7 vs 8/5

The Results

- Bot eliminated typing/navigation errors
- Bot ran with 82% efficiency compared to manual data input
- Migrated 8,000 records in under 1 week
- Used human resources to perform spot testing and validation sign-off
- Old system was retired, and licenses were removed

RPA Use Case #3: Legacy System Inventory True-Up

Overview: Our client needed to true-up inventory in a legacy desktop application/database after an unplanned system failure and restore.

A ComResource Success Story

The Challenge

- API and database hooks were not available

Our Solution

- Created RPA to perform API/database hook operations using the legacy desktop application

The Results

- Did a one-time update of 3,400 inventory records
- Bot eliminated typing/navigation errors
- Work was completed in 25% of the projected time

RPA Use Case #4: Reconciliation Report

Overview: Our client needed to reconcile (on a daily basis) employee time logs from two different systems to efficiently manage resource allocation and ensure billable hours are accurate.

A ComResource Success Story

The Challenge

- Payroll system did not have API access and required multi-factor login and additional security questions to be answered

Our Solution

- Created RPA to login daily to the Payroll system to retrieve two reports
- After the download, the bot handled renaming and minor data updates, removing duplicates and archiving prior data
- Both worked in conjunction with several other scripts to gather data from a 2nd system, import it into a SQL database, then update stakeholders via and alert message in Teams

The Results

- Bot replaced a highly time-intensive manual task of opening up employee records one-by-one in 2 systems (daily) to verify data matching and/or inconsistencies