

## Case Study

### About the Client

A leading visa processing firm.

### Client Challenge

The client required solution provider to automate their high cost and multiple resource dependent, time-consuming manual data entry task to process every visa application of a traveler. The manual process incurred too much cost and a huge amount of time and increased errors. The customer satisfaction hasn't met due to higher time consumption and human errors. Both the quantity and quality of the existing process haven't met as expected.

The client sought a provider with deep domain expertise in the AI and Robotic Process Automation (RPA) solution who could address their challenge and empower their business process.

### Solution Offered

Qruize Magic - An iRPA suite has been deployed to take over the operation of the client's day-to-day manual traveler's data assessment, entry, and validation process. The appropriate digital workforces (Bots) helped in scanning the required data from the traveler's documents and performed automated data entry tasks and stored them as structured data. It also provided greater insights into the overall process with statistical data for the key stakeholders. The iRPA solution helped the client to utilize their existing workforce effectively, increase their turn around time and productivity. Also helped them to stick to the SLA and deliver high-quality services at a very minimal cost and time.

### Partnership Results



## 99%

of manual processes  
automated for the task.

## 2500+

of visa applications  
processed per week.



Greater time, cost  
savings and better  
customer satisfaction.