



CASE STUDY

Email + Attachment Upload Automation

Senior RPA Developer

Department faced manual handling of digital evidence, seeking automation to streamline email processing. Robots would sort emails, convert them to PDFs, and upload them to case management systems. Batch reports would track processing success, aiming for efficient daily operations and oversight.

CHALLENGES

- High email volume overwhelmed team capacity.
- Manual email processing created bottlenecks.
- Excessive staff-hours wasted on repetitive tasks.
- Skilled personnel diverted from critical work.
- Inefficient systems hindered case management.

STRATEGIC RESPONSE

- Conducted workshopsto capture process details.
- Designed solution using UiPath framework.
- Created Dispatcher robot for mailbox monitoring.
- Developed workflow for case management system.
- Conducted end-to-end testing in development.
- Adopted Agile methodology for service prioritisation.
- Provided continuous support and error management.

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RESULT



72,000 man-hour
annual saving



c.£1m+ annualised
savings

CONCLUSION

- Projected savings of Forty x FTE annually.
- Project aimed to fix operational inefficiency.
- Manual email handling was resource-draining.
- Agile deployment for rapid value delivery.
- Sequential release improved solution quality.
- UiPath robots automated email processing.
- Cloud-hosted environment enhanced efficiency.

Case Study Reference - [2827](#)

