



# CASE STUDY

## Business Rates Payments

### RPA Solution Architect

Real Estate firm faced time-consuming payment tasks, requiring constant monitoring and scaling challenges. Demand surged at year-end, needing more resources. Desired outcome was full automation to reduce FTEs, prevent errors, meet SLAs, and ensure payment order. Solution aimed for scalability to handle demand shifts.

## CHALLENGES

- Unstable web app causes frequent crashes and freezes.
- SQL database requires constant monitoring and updates.
- Complex payment dependencies hinder processing order.
- Emergency payments demand rapid ten-minute completion.
- Automation struggles with year-end payment influx.

## STRATEGIC RESPONSE

- Trigger and procedure automate payment processing.
- Queue logic prioritises items to meet SLAs.
- Notification alerts for manual intervention needs.
- Scalable bots adjust to workload demands.
- Robust retry logic prevents process duplication.
- Automation saves costs and increases reliability.
- Fast bot reactions ensure timely emergency payments.

## REQUEST FURTHER INFO

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## RESULT



**520 hours** per month  
(3 x FTE)



**£170k** annual savings

## CONCLUSION

- Project showcased automation potential effectively.
- Process live after three months of development.
- Running smoothly for over a year and a half.
- Added financial value and reliability to business.
- Provides clients with extra SLA reliability.
- Service growth supported by scalable process.
- No manual changes needed for increased demand.

Case Study Reference - [3564](#)

