

Infogain deploys and integrates RPA platform to Google Cloud, providing a robust platform for cognitive and on-demand automation

Infogain and its partner Automation Anywhere designed an intelligent Bot that automated 80% of property listings and reduced manual efforts by 45%.

Client Background

Our client is a market leader and disruptor in the accommodation marketplace. They provide vacation rentals through an online solution that manages 400 million guest arrivals and nearly 2 million guest stays per night in 191 countries.

Business & Technical Challenges

The client's listing creation process was manual, time consuming and not in line with the speed with which their business had been growing. This was negatively affecting their customer satisfaction and the rate of capturing revenue and market share. They engaged Infogain to hasten their listing process by using automation and therefore, increase the activation rate of their listings.

- ▶ Disparate system that lacked a centralized single version of truth for the data
- ▶ Delays and duplicate property listing requests due to lack of communication and transparency
- ▶ Poor quality of listing data, resulting in a lower activation rate for new listings
- ▶ Lack of scalability due to current system unable to handle large volumes of newly created listings

Infogain Approach

Infogain, working in partnership with Automation Anywhere, delivered a fully managed automation solution. We executed Robotic Process Automation (RPA) to achieve process effectiveness, scalability, technology flexibility and support. Our approach includes:

- ▶ Automated listing information gathering using bots to fast track the listing creation process at scale
- ▶ Intelligent bot that provides automatic retrieval of public information with Google object detection APIs
- ▶ Scale on demand with bots deployed to Google Cloud Platform infrastructure
- ▶ Self-service tracking using JIRA Service Desk

Business
impact
delivered



Cost



Revenue



Speed-to-Value



Risk



Innovation

Infogain Edge

Infogain deployed and integrated the first Automation Anywhere Robotic Process Automation-RPA platform to Google Cloud Services for a digital hospitality company.

Key Benefits

The client received these key benefits provided by Infogain:

- ▶ **Cost reduction** by elimination of manual effort
- ▶ **Increase in revenue** by increasing activations (double the activations in the same time)
- ▶ **Speed-to-Value** with reduction in activation time by 70%
- ▶ **Innovative solution** by automating 80% of property listings and using bots to gather property information

Why Infogain

Infogain brings the following strengths to each RPA engagement:

- ▶ First Automation Anywhere partner to deploy and integrate the Automation Anywhere RPA platform to Google Cloud Services for a digital hospitality company
- ▶ Deployed over 350 bots for the technology, retail, travel and insurance industries
- ▶ 150 trained and certified developers including business analysts, process experts, architects, developers and data engineers

About Infogain

Infogain is a Silicon Valley headquartered company with software platform engineering and deep domain expertise in travel, retail, insurance and high technology. We accelerate the delivery of digital customer engagement systems using digital technologies such as cloud, microservices, robotic process automation and artificial intelligence to our clients.