

LIFE SCIENCES

BOSTON SCIENTIFIC TRANSFORMS LIVES THROUGH INNOVATIVE MEDICAL SOLUTIONS IMPROVING THE HEALTH OF PATIENTS AROUND THE WORLD

Profiled Organization:

Boston Scientific is a manufacturer of medical devices used in interventional medical specialties.

**Boston
Scientific**

CHALLENGE:

Boston Scientific had an urgent need to improve customer service processes. To address unanticipated predicaments with their customers – primarily hospitals, nursing homes, and in-home providers – they knew automation was the answer. Initial processes to automate included pre-registration form processing, transmission summaries processing, invoice preparations processing, and regional inventory processing.

SOLUTION:

Using robotic process automation (RPA), Boston Scientific has improved customer service processes dramatically and RPA is now supporting more than 50 processes, including 20 unattended automations that run on their own daily. Error-free handling of medical data is essential, and by enabling processes to run consistently with automation, Boston Scientific has increased its productivity and accuracy.

RESULTS:

\$240^K

Annual cost savings

Zero

Errors

50+

Processes
automated

A photograph of a modern, multi-story building with a glass facade, illuminated at night. The building has a blue and white color scheme. The text is overlaid on the left side of the image.

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