

Colleague robot

Deutsche Funkturm is automating the entry of contract data by using Robotic Process Automation

Reference project:



“We’re all pleased that we no longer have to transfer the data manually. RPA takes over repetitive activities, freeing up our time for interesting tasks.”

Karsten Keil, Kaufm. Standards & Digital Solutions, Deutsche Funkturm GmbH

Deutsche Funkturm GmbH (DFMG) is one of the leading names in mobile network provision in Germany. The company from Münster, founded in 2002, supplies the active and passive infrastructure across Germany for the radio locations of various mobile network providers at around 31,600 locations, including those for the 5G network. Included in its portfolio are towers, masts, rooftop sites, Distributed Antenna Systems (DAS), and small cells. Deutsche Funkturm acquires, plans, and implements appropriate locations and subsequently operates them for mobile network providers and other customers such as broadcasters or authorities. Deutsche Funkturm operates ground stations in thirty countries for the European Aviation Network, the world’s first radio network for aircraft. In addition, the company’s subsidiary, Comfort Charge, is setting up a Germany-wide charging network for electric vehicles. In view of this ever-expanding mobile network development and its various projects, DFMG decided to automate the creation of rental agreements to relieve its employees from having to carry out repetitive and error-prone tasks.

At a glance

- Heavy workload due to ongoing major projects
- Non-integrated system landscape
- Robotic Process Automation (RPA) transfers the data between systems
- Relieves administrator workload
- Implementation within six weeks
- Return on Investment in under nine months

Reference in detail

The challenge

DFMG uses a central IT system to manage over 30,000 locations. This system is continuously updated with location key data such as addresses, size, and operated assets. In addition to its regular business activities, expanding the 5G infrastructure and the electrical charging network in particular requires extensive adjustments to the inventory data. For the administrators who are in contact with customers and who manage the location rentals, up-to-date data is a key component of their work. However, a different IT tool based on SAP Basis is used for the rental contract itself. Here, the data has to be transferred manually from the location system to the relevant contract in the SAP system. Not only is this process time-consuming for employees, but errors regularly creep in. As a result of the additional workload caused by the 5G expansion, DFMG decided to automate the data transfer process to relieve its employees from this manual, error-prone activity.

The solution

DFMG decided on using Robotic Process Automation (RPA). The company from Münster called in T-Systems to implement the solution. "Bridging two separate systems is a perfect example of how RPA can be used," explains Hans-Jörg Schirmer, Project

Manager at T-Systems. RPA is a software-defined robot that simulates a human's activities. These actions are performed strictly as specified. In other words, the robot sequentially processes a series of commands without ever deviating from the prescribed formula. "In our case, the robot transfers the specific data from the location's administration system to the contract header in the SAP system," says Schirmer, explaining the solution. Two components were relevant for setting up the robot: on the one hand, the DFMG team already had a detailed description of the process that could be used to define the robot's activities. On the other hand, it needed appropriate software to implement the robot. T-Systems used Blue Prism for this. The "robot program" isn't integrated with the two applications but runs on a separate platform instead. The robot was ready to run after a development time of just one week. A further five weeks were required to satisfy governance requirements for the robot, which included assigning rights and undergoing Deutsche Telekom's Privacy und Security Assessment (PSA). The robot also offers possibilities for scaling: if the workload should ever become so heavy that orders are no longer processed quickly enough, it can easily be "cloned." However, in doing so, the distribution of tasks between the two robots would have to be clearly described.

Customer benefit

The employees at DFMG now have a new, virtual colleague who supports them in the background by performing tedious manual activities. Transferring data over several hours is now a thing of the past. Instead, the administrators can be confident that the contracts are prefilled with the correct data. This makes their work more efficient, allowing them to concentrate on valuable tasks such as advising customers, and better able to handle the additional workload caused by ongoing major projects. The team is delighted with the solution: "We're all pleased that we no longer have to transfer the data manually," sums up Karsten Keil, Kaufm. Standards & Digital Solutions at Deutsche Funkturm GmbH. "This lightens our workload and frees up time for interesting tasks." RPA offers two significant advantages over technically integrating the two systems: it can be implemented quickly (in days or weeks, depending on the complexity of the robot) and the costs are considerably lower. With a Return on Investment (ROI) in under nine months, DFMG's robot has already paid for itself. At the same time, they quickly took over managing the bot themselves: any necessary adjustments can be carried out easily via a graphical user interface. No programming knowledge is required for this, only know-how of the corresponding process. At the same time, the robot is a good springboard for implementing Artificial Intelligence, since Blue Prism also offers smart functions that can potentially extend the bot's capacities in the future.

Contact

T-Systems International GmbH
Hahnstraße 43d
60528 Frankfurt am Main, Germany
Email: referenzen@t-systems.com
Internet: www.t-systems.com

Published by

T-Systems International GmbH
Marketing
Hahnstraße 43d
60528 Frankfurt am Main
Germany