

Robotic Automation of Driver's Document Review

Ride-hailing - Technology



About the Client

The client is the world's biggest Ride-hailing company with 110M users worldwide, footprints in food delivery and micro-mobility services, and a market cap of \$63Bn by 2019.



Background

Approving or rejecting a driver's documents, such as driver's license, registration, vehicle inspection, insurance, and more after review and typing details in the system

Challenge

- Manual and repetitive efforts
- Risk of incorrect data entry
- Information consistency across documents
- Risk of missing service levels during volume surge



Solution Deployed

Approach

- Robotics with **optical character recognition (OCR)** technology aided document reading and transcribing information
- Ability to process 150+ driver's licenses, registrations, and insurance formats for India and US geographies

Features

- Workflow comprising of Unattended and Attended bots
- The bot hands over the information to an expert
- Eliminated efforts to type repeated information across multiple documents
- Technologies used – used: Snippy optical character recognition (OCR) software and Epigenie robotic process automation (RPA) platform



Impact Statement



~30% reduction

in handling time



>85% accuracy

and capability to solve complex document compliances



\$100K/year ~117 FTEs

RPA Potential @ TP Managed operations

