

## Hyper Automation Platform

### Customer:

The company was founded in 2019 by four post-acute care industry veterans distressed by the sheer amount of time spent on manual tasks. This company is working to eliminate 200,000 manual hours a year spent on administrative work.

### Challenge:

The company started using UiPath and, after 2.5 years, found it to be non-scalable in line with their business needs.

Some of the limitations they found were:

- No automatic recovery is built-in in workflows rendering them non-resilient.
- The solution becomes costlier as you scale.
- Tech Leads and Architects must think about the scale of each workflow implementation individually as it is not automatic.
- The reusability of developed workflows needs to be there.
- Developer experience could be better, and the Vendor partnership model is challenging.

### Solution:

Black Basil Technologies built a new-age platform for creating prebuilt workflows, deployments, and operationalization of workflows for multiple clients.

It was critical in shaping the new-age automation platform's architecture. It collaborated well with the architects, product managers, technical leads, and developers, ensuring the platform was designed and delivered well with good engineering practices.

Some of the salient features are: -

- Using event-driven architecture.
- It will accelerate the development of new workflows and allow the reuse of process components for multiple workflows, thereby saving costs and quicker rollouts.
- The platform comprises SDK, CLI, APIs, workflow repository management, and Prebuilt Workflows Governance.
- Architecture designed for a better development experience will foster a better vendor ecosystem.

### The Platform:

- Used Kafka for communication.
- Build Platform APIs
- Built connectors for the actual worker using any RPA tool.
- Clear domain boundaries

### Technology:



### Key Results:



200,000 Manual hours a year saved



Developers efficiency increased by 40%



Faster rollout of work flows from 3-4 months to <1month

### Customer Testimonials:

“Black Basil played a key strategic role in shaping up our new age automation platform's architecture and collaborated well with our architects, product manager, technical leads and developers ensuring the platform is designed and delivered well with the right engineering practices. They provided thought leadership in DevOps, QA Automation and Agile delivery to ensure that Element5 emerges as an 'Elite DevOps performer' based on DORA metrics. They also provided the right guidance on building our long term data strategy by following the Data Lakehouse architecture. Their tech leadership is never hesitant even in having code pairing sessions with our developers and are always ready to roll up their sleeves whenever required.”

**Murali Vivekanandan(CTO)**