

Serco

Case Study

TUNGSTEN
AUTOMATION

serco

Case Study

Serco Transforms High-Volume Processing with Tungsten TotalAgility

To improve efficiency and reduce reliance on manual processes, Serco, a global public services provider, implemented Tungsten TotalAgility to automate high-volume document verification for insurance registrations with Centers for Medicare & Medicaid Services (CMS). This transformation led to an 80% reduction in case handling time, 4,000+ FTE hours saved, and 70 million documents processed, significantly improving efficiency and cost savings.



70M

Documents processed & verified

10M

Applications automated

80%

Reduction in case handling time

4,000+

FTE hours saved

"The true value of automation lies in its ability to augment human potential. Humanizing automation involves ensuring greater employee acceptance by crafting a work environment where human and digital workers harmonize to achieve superior outcomes."

Lloyd Dugan
Chief Architect, CMS program, Serco



ABOUT THE CLIENT

Serco is a leading global provider of public services, operating across defense, transport, healthcare, and citizen services. The company has over 50,000 employees in 30+ countries.

REQUIREMENTS

- Scalable automation for high-volume document verification
- Reduction of manual processing inefficiencies
- Cost savings by minimizing seasonal workforce expansions

PRODUCTS IN USE

- Tungsten TotalAgility
- Tungsten Robotic Process Automation (RPA)

BENEFITS

- Automated insurance registration verification
- Significant reduction in processing time
- Increased operational efficiency and cost savings

Challenge

Serco needed to streamline high-volume document verification for insurance registrations with the Centers for Medicare & Medicaid Services (CMS) while reducing reliance on manual processes and costly seasonal hiring. Manual processing created inefficiencies, increased operational costs, and required additional resources to handle peak volumes. The company sought a scalable automation solution to enhance efficiency, maintain compliance, and reduce workforce strain.

Solution

Serco deployed Tungsten TotalAgility, leveraging its Intelligent Document Processing (IDP), Robotic Process Automation (RPA), and process orchestration capabilities to transform document verification workflows. The automation solution:

- Enhanced accuracy through AI-powered document extraction
- Automated repetitive verification tasks, reducing manual workload
- Optimized digital worker performance through process orchestration

Results

With Tungsten TotalAgility, Serco achieved:

- **70M documents processed and verified**
- **10M applications automated**, reducing turnaround time
- **4,000+ FTE hours saved**, minimizing workforce strains
- **80% reduction in case handling time** for 70% of tasks
- **Reduced need for temporary workforce hiring** during peak cycles

Read more stories of success from our global customers at TungstenAutomation.com



About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

To learn more, visit www.TungstenAutomation.com

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