

Case study

CUSTOMER: AUTOS

Is the **leading vehicle e-commerce platform in Latin America** with a unique value proposition to the market where a consumer can, in a simple process: buy, sell and finance a second-hand vehicle in a reliable and secure environment. In sync with the business, **OLX Autos finds in TheEye a technological partner to make its processes more efficient.**



AREA:

Operations & Sales.



GOAL:

Reports automation.



CHALLENGE:

Automate, in less than 2 months, the generation of the domain reports and the Form i13 in the DNRPA* website. The manual process takes more than 3 minutes per operation, with an average of 40 registrations per day.

*DNRPA: Dirección Nacional de Registro del Automotor y Créditos Prendarios (National Directorate of Registry of Motor Vehicles and Pledged Credits).

ECONOMIC IMPACT:

Time demanded: 0.6 FTE (+90 hours per month).

Opportunity cost: up to 50 operations per day.

Cost of error: Incorrect loading data in domain reports.



SOLUTION:

Unattended Web Bot to generate reports on the DNRPA site.

Actual implementation time: 1 month.

RESULTS:

+90 hours freed up to provide better face-to-face customer care.

> **Between 60 to 70 reports are processed automatically** and the automation can meet eventual peaks in demand.

Return on investment: 3 months.

> We are currently exploring further joint processes to automate.