

## CASE STUDY

# Making the Right Decisions includes engaging the Right Experts

## A|M|S

UK-based AMS, an outsourcing recruitment company with a 10,000-strong global workforce across the UK, US, Europe and Asia Pacific, wanted to automate their internal business processes and tracking systems and standardise them onto a single platform. This would improve the user experience as users would not need to login and learn how to use multiple systems, and would enable AMS to better integrate and streamline their processes and systems.

AMS decided on the Intelligent Process Automation (IPA) platform from Decisions, as Decisions IPA provided them with the features they were looking for, could be installed on-premises and had a pricing model that appealed to AMS. It also had the added attraction of not requiring substantial coding in developing applications for it.

## MAKING THE RIGHT DECISIONS

AMS started the development of its applications for the Decisions IPA platform in the second half of 2020. One year into the deployment, they faced difficulties in developing the applications they wanted because they lack in-house expertise. They then decided to turn to TruVisor.

## LIVING WITH DECISIONS

AMS is happy with the Decisions IPA platform for its flexibility and the level of support TruVisor provides. With its ROI, Decisions IPA has already started making a difference to their business.

“The knowledge that the TruVisor team had were excellent, they very quickly understood what we wanted to achieve and got started on the project very quickly. They were reliable to work with and produced results.”

**Heather Morton**  
AMS Project Manager

## IMPLEMENTATION

- Utilized Decisions' no-code development tools- Workflow technology, Business Rules Engine, Case-Based Processes and Dynamic Forms to automate people-centric and data-centric processes and workflow.

## BENEFITS



- **Change Management System**  
Used by AMS management globally to effectively monitor and track changes in business processes, allowing management to better manage changes in the business.
- **HR Sourcing Automation**  
Used by AMS HR globally to automate the recruitment process including identifying, interviewing, shortlisting, hiring and onboarding of candidates, leading to a more efficient and shortened recruitment process with improved transparency and reduced errors.
- **Sales Order Request Automation**  
Used by AMS staff globally to streamline order processing systems, improve customer service, lower costs and improved data visibility.