



# Summit Wealth Automates 50% of Quarterly Reports Using Tangentia's RPA Solution

CUSTOMER SUCCESS STORY




## Overview

Robotic process automation (RPA) is one of the fastest-growing intersections between innovative technology and business efficiency. But like any transformative technology, harnessing its full potential requires strategic implementation.

Successful RPA deployments start with the right targets for automation. Within the financial services sector, quarterly reports represent a prime starting point for automation because it enables employees to spend more time on high-value tasks.

With a growing number of clients and investment portfolios to manage, financial advisory firms that automate quarterly reports see a tangible decrease in operational costs while improving the customer experience.



Summit Wealth offers financial consulting services in several key areas, including insurance, pension and benefits, and estate planning. Their team of experienced consultants work with private equity firms, family offices, and individual clients to protect current and future investments.

## The Problem

The team at Summit Wealth was facing a common stumbling block in the financial services industry: a high volume of time-consuming quarterly reports that were taking employees away from high-priority tasks.

The large volume of reports forced the team to reserve personalized reports for larger clients, diminishing the customer experience for smaller clients. When time and resources were especially strained, customers received late reports, damaging the company's reputation and their relationships with customers.

The company knew it needed a solution that could speed up the repetitive tasks involved in generating reports, freeing up employees' time and allowing for personalized reports across the board.

However, the company was wary of low-cost solutions that would take customers' data out of the country. They needed a solution that would improve efficiency and lower operational costs without compromising customers' privacy.

## The Solution

The company partnered with Tangentia to implement a solution that would drastically reduce the amount of time it took to complete a personalized quarterly report.

The solution was automation. But where would RPA have the most impact?

The team at Tangentia examined consultants' workflows and implemented an RPA solution that would fast-track reports by automating the time-consuming process of data capture.

Depending on the client, Tangentia's RPA bot would navigate to the appropriate websites, download the required data, deposit that data into a variety of templates, and produce a client-ready report, which was then forwarded to a team member for approval.

Summit Wealth relied on Tangentia to put routine, manual tasks on autopilot and give valuable time back to the company's consultants. The company chose Tangentia because of its extensive experience with transformative automation geared toward the financial services industry.





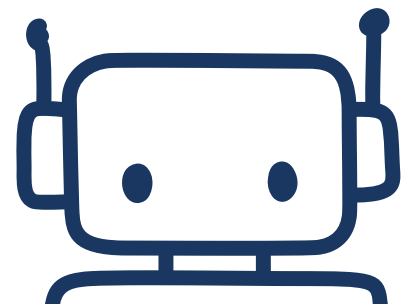
## The Outcome

With the help of Tangentia's RPA solution, Summit Wealth reduced the time it took to generate a quarterly report from 1 hour to a few minutes. Automation now plays a critical role in the creation of over 50% of all quarterly reports at the company.

Tangentia's RPA solution has also increased the accuracy of data capture and eliminated the need for at least one additional hire, saving the company tens of thousands of dollars.

While clients were previously treated preferentially, reports are now personalized for every investment portfolio, empowering the customer experience and helping to build long-term relationships with customers.

The company now plans on diving deeper into automation through its partnership with Tangentia. Another repetitive, manual task that the company wants to automate is the process of reviewing contracts and other lengthy documents for clients. They are also considering an intelligent bot with chat functionality to further improve the customer experience.



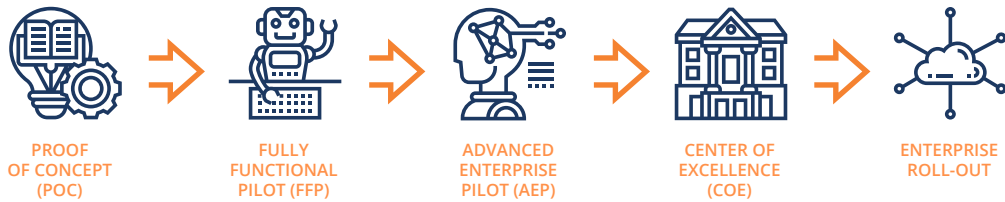
**"Tangentia has relieved pressure from my employees for a task they didn't like doing. The accuracy of the reports has greatly improved. I'm fully confident that automation has increased our capacity to take on more clients seeing as we can now handle all the additional reports required to manage them."**

**- Paul Sabat  
Managing Partner at Summit Wealth Advisory Group Inc.**

# Start Your Next Automation Journey with Tangentia



## Our RPA Automation Journey



**FIND OUT HOW RPA CAN HELP YOUR BUSINESS ELIMINATE MANUAL PROCESSES**

We have a proven methodology for implementing automation solutions starting with a no obligation 1-DAY POC to help your customers build a business case.

**CONTACT**  
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