

# AVOID INCOME TAX AND DISRUPTION

with Responsiv Automation capabilities

Employing humans is expensive. Each one needs to be trained, and sometimes they are sick and want holidays! By automating work previously done by humans, we can capture expertise and share it with everyone involved. The machine rarely takes holidays, and only needs to be trained once.

## Operational capacity is increased without a proportional increase in staffing

Departments that manually process work can deal with peaks and troughs if they are within a tolerance and can work additional hours, but the cost is potentially significant. Robot workers can scale for most tasks, and I have it on good authority that they enjoy working all night. Increasing available capacity by as little as 20% allows a team of five to deliver the capacity of six, saving salaries, desk space, and other associated costs.

The approach more importantly allows the team to:

- Deal with unexpected demand (regardless of when the peak arrives) without additional costs.
- Improve customer service by improving responsiveness and accuracy.
- Generate information about the way work is completed for improved insight and audit.

## Avoid recruitment cost and disruption

Recruiting and sustaining a suitably skilled and experienced team, and matching team capacity to business demand is not simple. The undertaking can become an unwelcome distraction.

- Recruitment, training, retention, and employment costs.
- Risk that in-house staff have a narrow set of experiences and reduced breadth of skills.
- In-house teams struggle to flex capacity and skills to match business priorities.



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01344 266980



[sales@responsiv.co.uk](mailto:sales@responsiv.co.uk)