

Bringing RPA to Frontline Emergency Services with Automated Test Processing

01 Challenges

Clalit Health Services is the largest Health Maintenance Organization (HMO) in Israel, with over 4.5 million members. As a result of the COVID-19 pandemic, frontline workers from Magen David Adom (MDA), Israel's national emergency medical service, were tasked with administering tens of thousands of coronavirus tests. Clalit needed to find a way to quickly and accurately upload its members' test results into its systems.

02 Solution

Every day, Clalit receives an Excel file from MDA containing the results of approximately **5,200 tests** (500-800 tests from 8 different laboratories). To avoid time-consuming manual data entry and validation during a time of crisis, Kryon developed an **unattended automation solution** to process and cross-reference each record with Clalit's membership database, before sending the verified results back to the testing labs.

From conception to a successful launch, this project was completed in **LESS THAN 12 HOURS**. Processing this data manually would have taken Clalit staff at least three weeks.

03 Results

- Data uploaded by a bot in **UNDER 1 SECOND**, as opposed to **5-10 minutes** for a lab worker
- Up to **50 times faster** processing of crucial test results **to help save lives**
- Essential healthcare workers freed up to **focus on other critical tasks**
- Extremely **fast response** to a nationwide health emergency
- Streamlined operations through the **elimination of human error**



Coronavirus
Success Story

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