



City/State:
New York City/New

Client:
Riverbay Corporation

Industry:
Housing

The Client

Riverbay or Co-op City is a New York State Mitchell-Lama housing cooperative in the northeast Bronx with 15,372 residential units in 35 high-rise buildings and seven townhouse clusters consisting of garden and duplex apartments. It is the largest single residential development in the United States with a population of approximately 50,000 residents and its own zip code, 10475. Built on 320 acres of property, only 20 percent of the land is developed, leaving a majority of the community's natural beauty undisturbed and lots of green spaces in a serene, park-like environment.

Co-op City has its own tri-generation power plant which provides the development's electricity, heat, hot water and air conditioning, amenities that are included in owners' monthly maintenance charges, as well as its own garbage pick-up, Public Safety department and 53-year old community newspaper, the Co-op City Times. Co-op City is accessible to all points of the city by public transportation.

Problem

The opportunity to use Robotic Process Automation (RPA) is driven by Co-Op-City's desire to reduce the yearly manual data collection and data entry to validate tenants' income by processing their yearly income affidavits. By using process automation and an electronic version of the current income affidavit, Co-Op-City will improve the tenants' experience and reduce the need to manually complete the form, mail it/drop it off and have the data manually captured by a 3rd party so it can be uploaded into the Co-op city ERP. Thus far the process is manual and takes up to 54 weeks to process data from all 15,372 tenants.

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The Solution

To enable the client to achieve its goal, Capstone Strategy Group (CSG) leveraged its Business Transformation and Implementation methodology to deliver this project. BTI enables organizations to gradually adopt Robotic process Automation (RPA) and go from “No RPA” within the organization to an “RPA Center of Excellence.” Using the methodology, CSG executed the project in 3 phases

- Documented the processes to be automated and performed an ROI calculation to reflect anticipated savings
- Implemented the proposed RPA solution including
 - Online registration to enroll into the automated process
 - Use an electronic income affidavit form to eliminate manual data entry, errors and the need to mail or drop off the completed Income Affidavit form at the Riverbay Office
 - Integration of an electronic signature platform and user authentication and identity validation to automate the income affidavit submission and completion process
 - Automation of the data extraction from the submitted income affidavits forms and upload into the ERP
 - Tenant’s notification once the process is complete.
 - Reduce the workload, processing time and costs by doing everything inhouse through automation vs. using 3rd party organizations to for data capture and scanning forms for archiving purposes.

The solution reduced the processing time from **3 weeks to 6mins** resulting in **~ 0.5M savings in 3 years**.



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