

Suspicious Activities



Canada Revenue
Agency

The Canada Revenue Agency used RPA to automate portions of the review of taxpayers' accounts for suspicious activity.

Challenge

During the pandemic, the volume for this workload increased significantly at a time where challenges in adapting to the new work environment were occurring.

Solution

CRA partnered with Greenlight to develop a scalable automation to assist with review of this workload by analyzing data from internal systems and applying rules to streamline the process.

Benefits

This automation optimized the process, increased productivity, and allowed employees to focus on more complex review by taking the "robot" out of the employee.

About Greenlight Consulting

Greenlight Consulting is a Robotic Process Automation and IT Staffing company based in Toronto, with a national footprint. Being a boutique IT Consulting and Staffing firm for over 13 years and working with some of North America's largest organizations, we have a proven track record for helping clients solve their Human and Digital resourcing needs.



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