

THE ORDER TAKER: HOW PROCESS AUTOMATION CHANGED THE GAME





Ask a CEO for the most important asset of a company, and they will tell you it is the people who work there. CEOs also know that these people's skills should be leveraged to their maximum potential – which is why the idea of process automation is so attractive. Menial tasks can be performed automatically, releasing talented humans to apply their talents in more valuable ways. The problem is that you need a specially talented set of people to set the automation in motion...

PROBLEM

A large, US-based manufacturer of food packaging products had a labour-intensive order taking and processing system and wanted to bring in automations to standardize processes, reduce time taken, and remove unnecessary human effort.

Observing an industry trend, and also influenced by a successful implementation in its sister firm, the company decided to adopt robotic process automation (RPA). By December 2017, the company had established a Center of Excellence for robotic process automation – but it was also then that they realized that they lacked the expertise to make it work.

In search of a partner to help them navigate their RPA journey, the company came to Infosys for help in early 2018.

SOLUTION

We began the engagement by providing much needed clarity on the goals and roadmap for RPA adoption. We identified the right areas for automation and defined operating norms for the Center of Excellence. After zeroing in on around 30 opportunities, we helped the client to define templates, processes, validations and guidelines.

In February 2018, we began implementation by shortlisting seven processes as potential candidates for automation that could be quickly executed, showcased and scaled. By April, the first batch of bots was live, and in the following month, the first end-to-end automation was complete. Impressed with the results, the client entrusted us with more roadmaps and implementations. By the summer, 10 bots were live, with 15 more in progress, mostly in the areas of finance and supply chain.

**OVER 25
BOTS
LIVE OR
WIP – AND
INCREASING**

**30+ AUTOMATION
OPPORTUNITIES
IDENTIFIED**

**COSTS
REDUCED
BY OFFSHORE
DELIVERY
MODEL**

**ORDER RECEIPT, APPOINTMENT
SCHEDULING, COLLECTION AND
CLAIMS FOR TOP CUSTOMERS
100% AUTOMATED**

**WE DID THIS FOR THEM.
WE CAN DO IT FOR YOU.**

The processing of orders from top customers – from receiving orders to managing collection and claims – is now entirely automated, reducing costs substantially. We have also embarked on the development and testing of the first metabots, re-usable bots which can be used as building blocks to accelerate automation and deliver faster ROI. The robots are becoming more valuable to the company. But because robots release people to do more important tasks, the people are becoming more valuable too.

**Find out more about
how we can help you
improve operations
through automation.
Reach out to us at
askus@infosys.com**