

RPA

Robotic Process Automation



Client Overview

- Largest automobile parts manufacturer with a comprehensive portfolio
- The company uses enterprise applications for typical operations – order management, inventory, cash and so on.



Status Quo

- Automate existing Accounts Receivables Process – Order to Cash which is contributing to major inefficiencies in process, employee utilization and morale.
- The Order to Cash process was involved to run laborious 35000 – 40000 invoices per month with 25 FTEs.
- With 100+ customer base, the processing speed and accuracy requirements are huge.
- The backlogs due to inefficiencies are a direct impact on the working capital.



Implementation Approach

- Conducted thorough due diligence to assess process, process metrics, monetary and behavioural process gaps
- Conducted Feasibility Analysis to examine process and arrive at efforts required and standardize process
- Prepared Automation Design – Process and Infrastructure Design
- Implemented end to end RPA Solution to close gaps in process inefficiencies and achieve business goals



RPA Solution – Key Highlights

- The Goods Received (key) notes from customer portal, also typically reside in emails from customers are required to be captured and uploaded in SAP for reconciliation

Process	Existing Challenges	RPA Implementation benefits
Frequency	8 Steps performed manually, daily, multiple times a day	Automated all steps, eliminating manual triggers to process execution
Complexity	22000- 25000 invoices per month accessed from 5 customer portals	The volume of invoices to be handled is no longer a complex process with bots acting at the most efficient rates
Average Handling Time	15 minutes per customer portal	2.5 minutes per portal
No. of FTEs involved	7	1 bot



Tools

UiPath



Business Impact

- Demonstrated industry standards in creating an Automation Pipeline, ROI Analysis and Automation Design
- Realized high FTE efficiencies and Top-Level Benefits in operating costs and time. Process efficiencies and ROI of about 50%
- Better Governance with RPA Implementation



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