

Global scaling of RPA saves effort and enhances productivity of F&A operations



Opportunity

The global scale of finance and accounting (F&A) operations for Royal Philips (Philips) represented both an opportunity and challenge for automation.

Philips and Infosys BPM jointly established one of the largest RPA programs in the industry, covering the entire scope of Philips Global F&A operations.



Imagining IT Differently

The Infosys BPM solution consisted of over 500 digital workers spread across the globe. One crucial reason for the successful scaling of digital automation was the way Infosys BPM engaged with stakeholders from multiple disciplines and geographies to manage complexity and change.

Governance was implemented through a digital command center that could watch over the entire global F&A operations of Philips. This platform with 12 servers, runs over 200 checkpoints to control the automated systems and send alerts in cases of errors.

The AssistEdge RPA platform from EdgeVerve enabled the digital workers, deployed globally with bots, to concurrently manage the finance processes, including complex record-to-report month-end reconciliations.



Future Made Possible

Implemented over a span of three years, the scale of automation of the F&A operations for Royal Philips helped eliminate over a million hours of manual work and enhanced productivity across key areas.

The solution continues to create new and enhanced value for Philips, in the form of greater efficiency as well as resilience.

The global reach and scale of the F&A operations makes this one of the largest implementations of Robotic Process Automation (RPA), and a standout example of scaling a digital platform, according to ISG.

