



SENSING, FEELING... RESPONDING TO OPPORTUNITY – LIVE ENTERPRISE FOR A MULTINATIONAL MANUFACTURING COMPANY

Abstract

A multinational manufacturing giant was facing environmental sustainability challenges due to excess amount of untreated, waste water, and storage issues associated with heavy rainfall, further leading to potential safety hazards. It worked with Infosys BPM to develop a highly sentient solution that resolved the issues of excess water, further enabling savings and eliminating environmental and safety hazards.

The client is a multinational giant with presence across 35 countries; it is among the largest manufacturing corporations in the world, and works with 50,000 suppliers across 120 locations globally.



In deep waters

The client's mine site utilized water, for which they purchased industrial water for the plants, spending ~\$2.2 Mn annually. Once the mining process was complete, the untreated, waste water was stored in a dam which was eventually either reutilized post treatment or released in large quantities. Due to environmental constraints, the local regulations had restricted the mine site to release this used water. This meant that the client

had excessive amount of this waste water which needed to be stored within the site. This issue was further aggravated by a massive rainfall, which amplified the client's storage challenges.

The over-filling of the storage facilities was a potential safety hazard, as the risks of dam failing or overflowing were rising. This could potentially lead to severe health, economic, and environmental

concerns, while also causing a dent at the organization's reputation.

This situation also reduced access to the mining pits, making the mining process difficult which ultimately resulted in loss of productivity.

The client was in need for a solution that could sense and feel the challenges in the mine site and respond appropriately, while also gaining business benefits.



Sentient organization

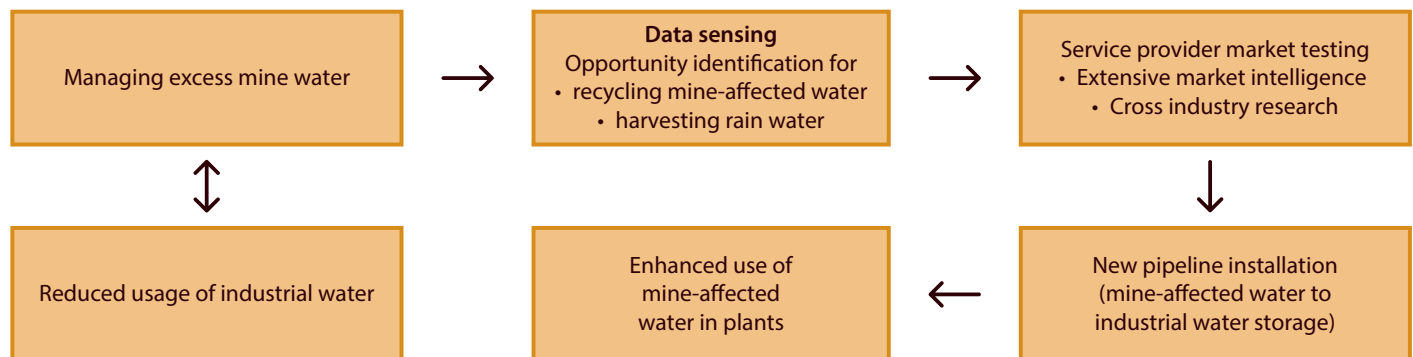
For organizations on the digital transformation journey, agility is key in responding to a rapidly changing technology and business landscape. Now more than ever, it is crucial to deliver and exceed on organizational expectations with a robust digital mindset backed by innovation. Enabling businesses to sense, learn, respond, and evolve like a living organism, will be imperative for business excellence going forward. A comprehensive, yet modular suite of services is doing exactly that. Equipping organizations with intuitive decision-making automatically at scale, actionable insights based on real-time solutions, anytime/anywhere experience, and in-depth data visibility across functions leading to hyper-productivity, Live Enterprise is building connected organizations that are innovating collaboratively for the future.

A pipeline to hold water

The client approached Infosys BPM to overcome this challenge of managing excess mine water. Leveraging its robust expertise across environmental sustainability programs, Infosys BPM understood the complexity of the situation. The Infosys BPM team sensed and identified an opportunity to maximise

the use of this mine-affected water, while also reducing the need for purchasing fresh industrial water. This required a new pipeline that needed to be installed between the rainwater reservoir dam to the raw water line, that was used for the mining process.

Once the team got the stakeholder agreement, an extensive market intelligence and cross industry research was conducted to identify the right service provider that could help with the installation in a time-bound manner.



Infosys BPM's Live Enterprise-centric approach enabled the client to sense and feel the opportunity lying beneath the challenges, and provided with the ability to respond to it, while also enabling them to comply with the environmental, social, and governance (ESG) factors.

Responding with sentience

The Infosys BPM solution not only resolved the client's storage issues, eliminating any critical health, economic, and environmental concerns, but also reduced the need for purchasing fresh industrial water for the site. The market testing and sourcing efforts enabled the client to

onboard the service provider at a much lower cost than budgeted for. The solution provided the following benefits to the client:

- Helped save ~\$1.4 Mn annually, with reduced purchase of industrial water

- Enhanced the use of recycled water
- Enabled savings of ~\$130k on budget with market testing
- Ensured environmental sustainability

Infosys BPM thus enabled the client to create a strong impact with sentience.



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