

End-to-end Digital Factory Operations

For a leading European consumer tech major involving websites, e-commerce, and digital assets



Challenges

- Fragmented operations spread across multiple centers and multiple vendors.
- Challenges in driving scale, governance and best practices across operations
- Low percentage of re-use of digital assets leading to avoidable rework and delay
- Lack of economies of scale
- Lack of control on brand compliance

- Reduced handoffs leading to shorter go-to-market time
- Improved turn around time by 10% through deploying 2 robots



Solution

- Centralized model to drive productivity, efficiency, and enable transformation at scale
- Streamlined ticketing and request processes for simplification of workflows
- Standardization as a primer for automation
- Enable modernization of technology landscape to improve efficiency
- Automation to improve accuracy, efficiency and turn around time



€9.6M

Annualized savings



40%

Reduction in
turnaround time



57%

Reduction in total
cost of operations



30%

Reduction in FTEs