ORDER MANAGEMENT GETS TOUCHLESS
FOR A LEADING HI-TECH COMPANY

CHALLENGES
Complex order management process

- 30+ applications, toggling over 12 screens for a process
- High manual intervention for data validation
- Need to improve operational efficiency

SOLUTION
Infosys Robotic Process Automation platform - Automatic Transaction Processing

WHAT WE AUTOMATED

- Search and workflow in various applications
- Information aggregation from disparate applications

BENEFITS

- ~$90,000 in annual savings
- 25% reduction in overall order completion cycle time
- 95% First Touch Resolution