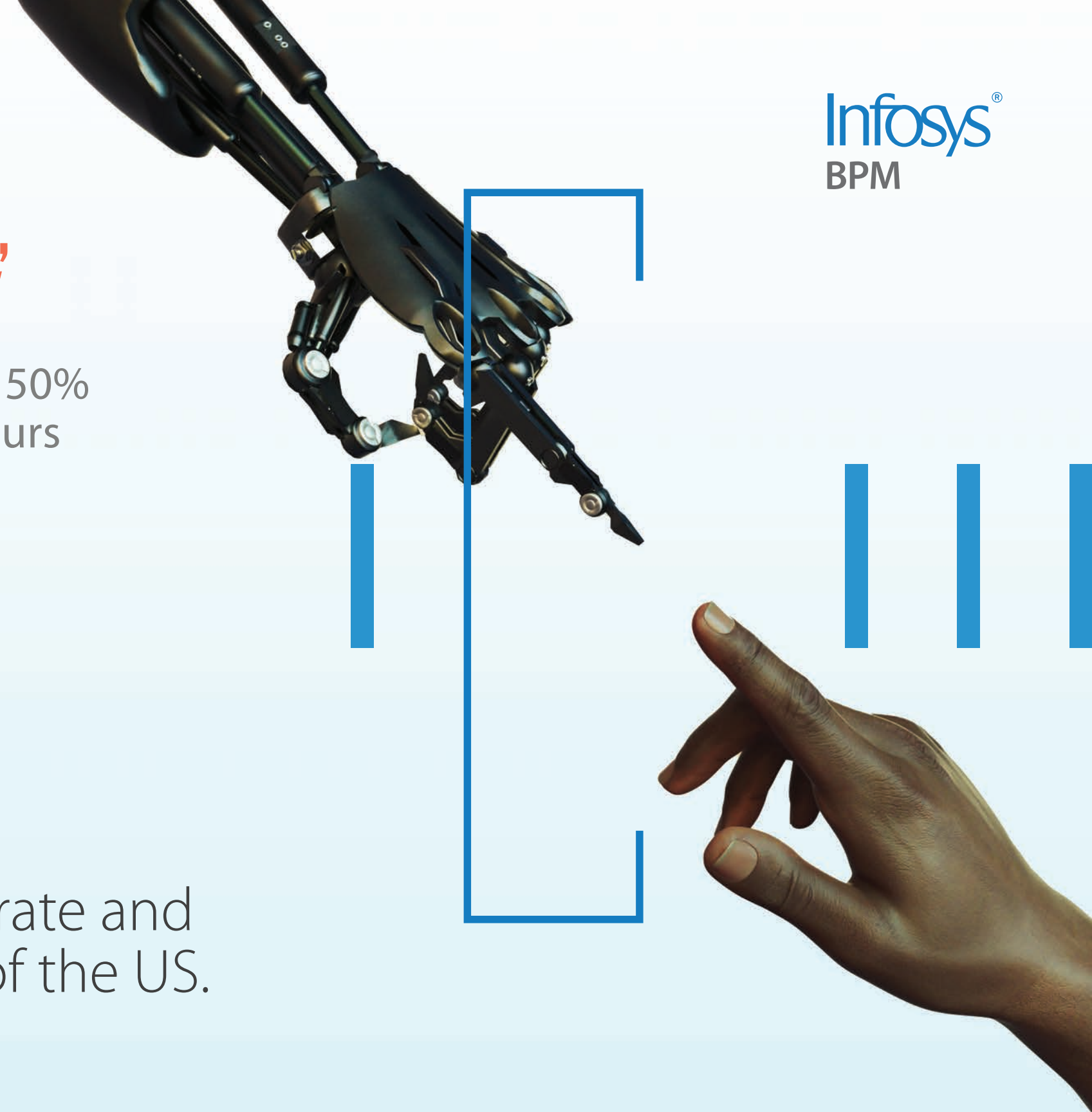


A SMALL STEP FOR AUTOMATION, A GIANT LEAP FOR PRODUCTIVITY

How the deployment of RPA resulted in 50% improvement in productivity and ~4 hours reduction in reconciliation efforts.

The client is a global conglomerate and an aerospace giant, based out of the US.



CHALLENGES

The client's customer services representatives (CSR) had the below challenges:

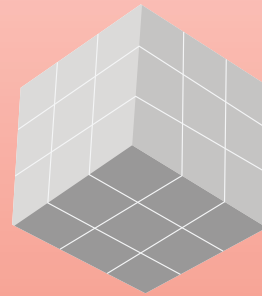
Highly manually intensive processes with the CSRs working on multiple systems

Need to manually download and process over 2000 purchase orders (POs) monthly

Time consuming processing TAT of ~8 minutes per PO

Multiple follow-ups and communication between plant, warranty team, and customers

Manual and time-consuming reconciliation of orders for quantity, date, and pricing change, requiring ~5 hours



SOLUTIONS

Infosys BPM deployed a marketing leading RPA platform to automate activities that were done by CSRs:

- ▶ PO download and case creation:
 - ▶ Deployed bots for logging in to customer portal and downloading RFQs and POs
 - ▶ Validated and auto created cases in the cloud-based customer relationship management software
- ▶ Automated customer follow-ups:
 - ▶ Uploaded pending orders in the dashboard, and triggered the required action based on status
 - ▶ Enabled execution in the back-end
- ▶ Automation of order reconciliation process
 - ▶ Templated data acquisition for customer open order report
 - ▶ Performed reconciliation of customer report against other reports to identify missing details
 - ▶ Automated case creation and dashboard view to enable CSRs to tally the order report

BENEFITS

Infosys BPM's automation deployment helped the client with the following:



- ▶ Reduced reconciliation time from ~5 hours to ~1 hour
- ▶ Improved reliability, quality, and accuracy
- ▶ Reduced manual touch points by 50%



50%
Productivity improvement



370k
Volume handled annually



~4 minutes
Reduced processing TAT per PO

For more information, contact infosysbpm@infosys.com

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