PURCHASE ORDER GENERATION GETS UNIFIED
FOR A LEADING AIRCRAFT EQUIPMENT MANUFACTURER

CHALLENGES
Inefficient order management processes

Purchase order (PO) download from 30+ customer portals

Identifying newly uploaded POs from customer portals required manual intervention

Need to improve the overall customer experience

SOLUTION
Infosys Robotic Process Automation platform – Smart Environment

WHAT WE AUTOMATED

Search and data aggregation from various web applications and customer portals

Workflow interface with creation of tasks for tracking downloaded POs

BENEFITS

75%
decrease in average handling time (AHT)

100%
improvement in adherence metrics for customer PO acknowledgement and response

~850+
man hours of effort saved per day on operations floor