# DELIVERING SKY-HIGH EFFICIENCIES

Enhancing efficiencies and providing benefits worth millions, with one of the largest RPA programs in the world.

"This is among the largest and most complex automation programs undertaken, and the collaborative efforts between the **Philips and Infosys BPM** teams was key for the success of the program."

**- Abhijit Bhattacharya,**
CFO, Member of the Executive Committee, Royal Philips

Royal Philips is a leading health technology company in Europe.

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BPM

# CHALLENGES

Royal Philips' operations had a massive scale with activities spread over 110 processes, 400 business entities, and 9 different SAP instances. Their finance function was aiming to drive productivity in operations with a focus on:

- Achieving 'first time right' vision by improving process standards

- Reducing/eliminating manual efforts and errors for process governance

- Centralizing and standardizing operations for end-to-end automation
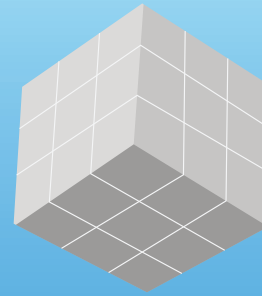
# SOLUTIONS

With one of the largest RPA programs in the world at the helm, the Infosys BPM team took the following approach:

- Jointly implemented the ESSA (eliminate–simplify-standardize–automate) framework with Philips

- Focused on end-to-end automation by designing standardized global processes rather than standalone automations

- Deployed the proprietary platform, AssistEdge RPA across all finance functions (P2P, O2C and R2R)

- Identified 306 opportunities (use cases) for automation and deployed 553 robots (bots) successfully

- Setup a 4-tier governance structure: business process owners, IT experts, Six Sigma Masters, and steering committee

- Implemented a 24x5 bot operations support center for monitoring the operations, scheduling, and managing exceptions, thereby ensuring seamless delivery

- Simplified implementation processes by designing over 100 re-usable components specifically customized for the client operations

# BENEFITS

With the help of the RPA program, Infosys BPM enabled Philips to:

- Implement 'Digital BOT Command Centre' for enhanced monitoring and support

- Achieve 73% standardization

- Save over 500 FTEs

- Manage compliance and make changes with least effort

**€24.5 Mn**
Benefits over 5 years

**24%**
Productivity improvement

**1 Mn+**
Person hours saved

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