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