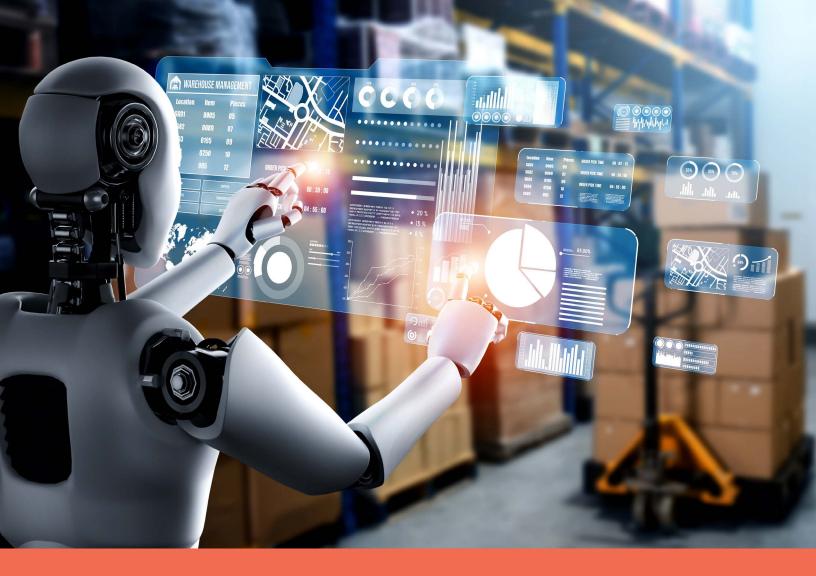


WHEN AUTOMATION BECOMES A GOLDMINE OF EFFICIENCY

Abstract

Director of Supply Chain BPO at a global mining corporation, Jeremy Laine supervises its P2P process and supply chain activities. When he discovered that the company's fragmented purchase order creation process was consuming a high number of person-hours in redundant, heterogeneous activities, he began looking for a solution to automate the processes and reduce average handling time. This case details how Infosys BPM applied an effective RPA solution across the P2P operations to reduce manual efforts required, increase process speed, and eliminate accuracy risks, thereby improving overall efficiency.





Purchasing as difficult as mining

Jeremy Laine is the Director of the Supply Chain BPO department at a global mining corporation headquartered in the US. He supervises the company's procure-to-pay (P2P) processes and is responsible for optimizing its supply chain outsourcing

The daily P2P operations involved the receipt of purchase requisitions (PRs) from end-users, which would later be analysed by the buying team to create official purchase requests with vendors. The SMEs requested quotations from these vendors, based on which they would create purchase orders in their SAP system. This involved several rule-based verification and pre-set validation checks, with the

employees spending a lot of time reading documents and toggling between screens.

Looking over the operations, Jeremy identified the entire P2P system to be highly manually intensive and fragmented. The process consumed several personhours in heterogeneous tasks, impacting the overall team efficiency and accuracy in purchase order (PO) creation. However, delivering stakeholder value through superior operational excellence was part of the company's foundational principles. So, Jeremy knew he had to bring about a change in how things were done. He set out a plan to maximize operating productivity by shifting resources to focus on higher-value cognitive tasks. To

achieve this, the company's back-office P2P operations needed a complete process reengineering and thorough automation.

Jeremy soon drafted a detailed RFP and had it circulated across the globe, calling out for a business transformation partner to assist him on the mission. After going through several responses, Jeremy struck a strategic outsourcing partnership with Infosys BPM to commence the automation journey. He then set up a series of meetings with Lokesh Sehgal, the Infosys BPM team lead, giving him a detailed brief about the process and explaining his need for automation.



Handing the shovels to the bots

Embarking on the mission, Lokesh and his team analysed the operations and familiarized themselves with the P2P framework to plan an effective RPA strategy. They charted out a detailed process map, identifying possible areas that could be automated so as to improve the average handling time (AHT) for PO creations and reduce SLAs overruns.

Approach summary



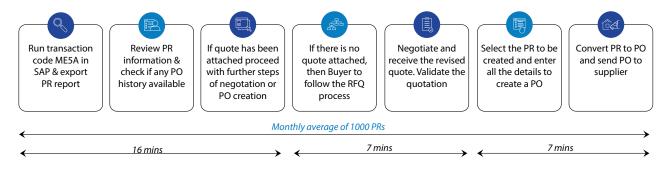
After this in-depth analysis, Lokesh and the team decided to leverage a leading global multi-platform RPA solution, to automate various applications across the organization. Utilizing the solution, the team installed bots across the

company's offshore delivery centre, that interacted with its applications via Citrix, a reputed virtualization software for remote workplace collaboration. Jeremy's team was initially resistant to adopt the new bot templates since it required

them to manually update a few details. Understanding their concern, Lokesh immediately stepped in to explain the need for the changed template and made the team comfortable with the transition.

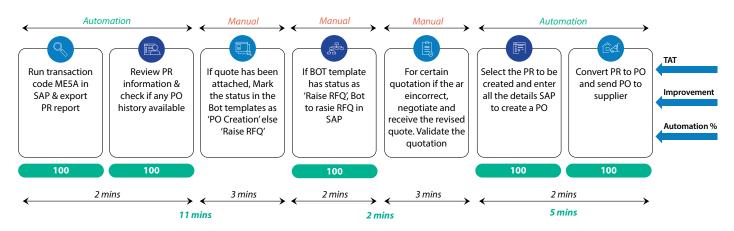
As it is Process Map or VSM

Map the high level process map covering the possible automation areas



Improved Process Map or VSM

Map the high level process map covering the possible automation areas



During the project, Jeremy and other company leaders constituted a Joint Transformation Board (JTB) with the key stakeholders from Infosys BPM, to review the automation's progress. As part of their governance mechanism, the JTB discussed the updates and challenges and signed-off on project milestones from commencement till the completion of automation across two of the company's ten sites handling P2P operations.

Mining up the efficiency

Lokesh and the team's bot installation proved highly effective in automating the redundant tasks and speeding up the overall purchase order creation process. The solution significantly reduced the

extensive manual inputs demanded throughout the corporation's P2P process. As a result, Jeremy could now experience greatly improved efficiency and accuracy across the various activities of the operations. The overall AHT saw a 60% reduction, improving it from 30 minutes to 12 minutes.

Key benefits



Improved AHT by 60%



Eliminated accuracy risks in purchase order creation



Improved TAT for the P2P process



Reduced manual inputs and efforts required



Thanks to the standardization, multiple operational enhancements, and reduced AHT, the company was now also able to deliver a significantly better customer

experience. Witnessing the efficiency boost from the RPA rollout across the two sites, Jeremy and Lokesh discussed plans to deploy the same across the

company's remaining eight sites - further strengthening and adding credibility to their partnership.

*Names have been altered to preserve the identities of the people involved.



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