Case Study

The Transformative Power of RPA

Robotic Process Automation (RPA) has become a transformative force in the world of business operations, delivering efficiency and accuracy that were previously unimaginable. At the heart of RPA lies its ability to handle repetitive, high–volume tasks with precision, freeing up human resources to focus on more strategic, value–added activities.

Here are three industries we have made a difference in with our RPA work — read more of the story below:

Logistics

Manufacturing

Staffing

LOGISTICS

Imagine a logistics company burdened with the tedious task of manually processing thousands of load details, all within a tight 24-hour window. The process was not only time-consuming, but also prone to errors, given the different formats in which data was received. Through the implementation of RPA, this company was able to revolutionize its operations. A bot was introduced to extract data from various Excel files, reformat it, and then process the loads into the Transportation Management System (TMS). The results were astonishing. Inaccuracies were virtually eliminated, turnaround times improved dramatically, and the company saved 34% compared to its previous manual processes. This success story is just one example of how RPA can turn operational challenges into opportunities for cost savings and improved performance.

FACTS | CHALLENGE

- Load details are provided in Excel files.
- Each file comes in a different format.
- Extracting data from Excel and reviewing the load in the Transportation Management System is time-consuming.
- Loads are time-sensitive and must be processed within a 24-hour window

SOLUTION

- Automatically extract all Excel files from email.
- The bot reformats files, extracts load details, and applies rules in the Transportation Management System (TMS).
- Process the loads efficiently within the TMS.
- Generate and send a status report via email.

RESULTS

- Significant time savings achieved.
- Inaccuracies eliminated.
- Turnaround time improved with 24x7 bot-driven load processing.
- 34% cost savings compared to manual processing.

MANUFACTURING

In the manufacturing sector, another client faced a different challenge: managing a high volume of purchase orders, each in a different format. The manual entry of these orders not only delayed production but also led to frequent errors. With the introduction of RPA, the process was automated from end to end. The bot extracted relevant data from purchase order documents, applied business rules, and processed the data in the Customer PO System. As a result, production errors were reduced, efficiency was enhanced, and customer satisfaction improved due to the timely processing of orders.

FACTS | CHALLENGE

- Large volume of Purchase Orders.
- Documents are received in varying formats.
- No timely acknowledgment from CSR on received POs.
- Delays in processing Purchase Orders.
- Manual data entry errors.
- Extracting data from PDFs is time-consuming.

SOLUTION

- Download PO documents directly from emails.
- Send timely acknowledgments to customers.
- Extract relevant data from documents and apply appropriate business rules.
- Process the extracted data within the Customer PO Systems.
- Send email status reports to keep customers informed.

RESULTS

- Saved time by automating manual steps, allowing CSRs to focus on process improvements.
- Eliminated inaccuracies in data handling.
- Reduced production errors significantly.
- Improved on-time delivery performance.
- Boosted customer satisfaction and strengthened relationships.
- Achieved cost savings through more efficient processes.
- Enhanced overall production efficiency.

STAFFING

RPA's impact isn't limited to logistics and manufacturing; it extends into industries like staffing, where the burden of manual data entry can be overwhelming. In one case, a staffing company struggled with the time-consuming task of processing timesheets and creating invoices. The RPA solution automated this process by downloading reports from the ERP system, applying filters, and generating invoices, all while sending status and exception reports to the relevant stakeholders. The outcome? A remarkable 9,000 man-hours saved per year and a significant acceleration in cash flow.

FACTS | CHALLENGE

- Managing a substantial volume of data.
- Experiencing peak loads at month-end that utilize 20% of current full-time equivalents (FTEs).
- Addressing errors arising from manual processing.
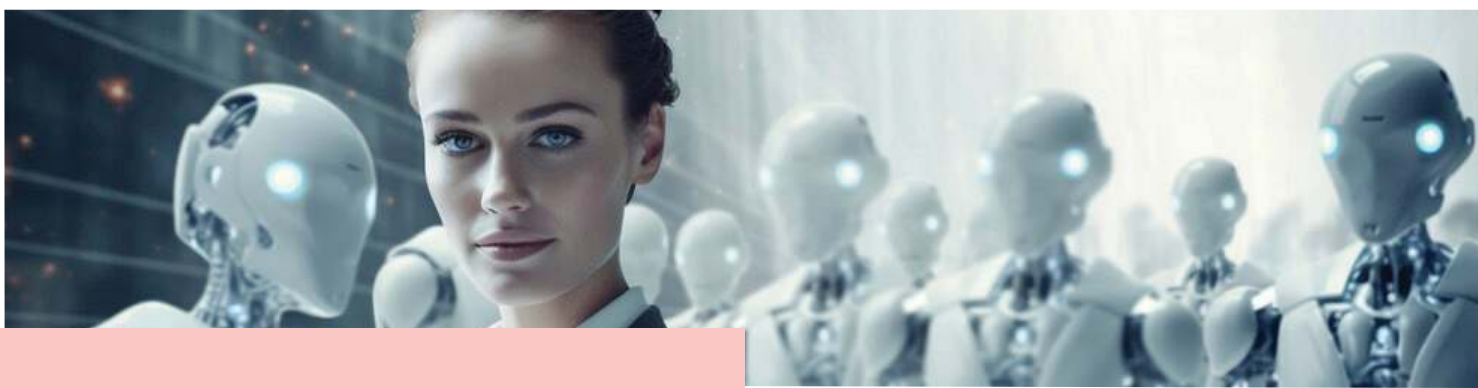- Facing delays in processing due to heavy workloads.

SOLUTION

- Access and retrieve reports from the EPR system.
- Refine the data by applying necessary filters to the reports.
- Identify and choose the timesheet information from the filtered report.
- Set up a schedule for generating invoices based on the selected timesheet data.
- Send out the invoices, along with status updates and any exception reports, via email

RESULTS

- Automate repetitive steps to significantly reduce time spent on manual tasks.
- Minimize errors and inaccuracies in the invoicing process.
- Decrease delays in invoice generation and processing.
- Speed up cash flow by streamlining invoicing and payment processes.
- Achieve more accurate and timely revenue recognition.
- Save approximately 9,000 man-hours per year.
- Implement the solution with an investment of $139K USD.

CONCLUSION

These stories illustrate the power of RPA to transform business processes. It's not just about automation; it's about creating a more agile, efficient, and error-free operational environment. By integrating RPA into their operations, companies are not only streamlining their workflows but also enhancing their ability to respond to market demands quickly and accurately. RPA is the key to unlocking new levels of productivity and innovation in the modern business landscape.

As companies continue to explore and implement RPA, the benefits become increasingly clear: greater scalability, improved accuracy, and enhanced employee satisfaction as mundane tasks are taken over by bots, allowing human workers to engage in more meaningful and impactful work. The success stories of RPA are numerous, and the potential for future growth is immense. Whether it's in logistics, manufacturing, or staffing, RPA is proving to be an invaluable asset in driving business success.