# Digital transformation success stories of global enterprises

with RPA-based solutions

Start >>>

## Client overview

The client is a Netherlands-based multinational organization that offers products and services in the life insurance, pension, retirement, and asset management fields.
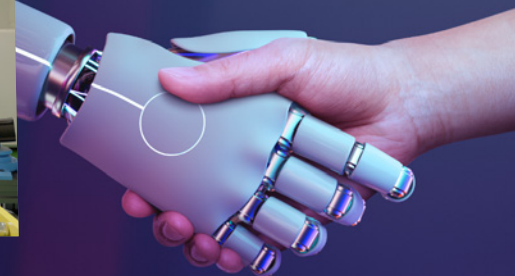
## 1. Business priorities :

The client has embarked on a major robotic process automation (RPA) transformation to get rid of manual efforts and have bots to support key process areas as follows:

• Policy renewal (annuity rollover) which included - Intimation & Offer Initiation, Offer Creation (Case management), Offer Processing (Documents collections/ verification, Payment), Policy Issuance

• Customer care center executive calls spiked during COVID for monthly mortgage queries/ requests

• Migration of employee data from legacy to SharePoint

• Administering events (death, divorce, etc.) in group pension

• Manual claims processes required human effort with respect to data entry, validation, and reporting

• IT team with job monitoring also required bots to replace manual efforts required

• CoE collaborations and underlying platform/ infra management also needed intervention

## 2. Our solution/approach:

• Process areas across the group that were considered: annuity, mortgage, group pension, claim administration, HR, IT-support functional areas

• Advisory, build, and support for 50+ intelligent automation were planned as a part of the engagement

• Intelligent automation spanning across multiple business units was targeted through automation solutions

• The solution involved 80+ business rules; 172,000 requests per annum; 300-400 screens; 50+ data extractions

• A variety of application touch points that were considered: Web-based, Mainframe, Outlook, MS Excel Macro, BPM, Desktop-based

## 3. Business impact ▶▶▶

70% - 100% of effort automated; Several processes became zero-touch

90% reduction in processing time as a result of the engagement

70K person-hours freed annually for higher-value work for one of the back-office processes

# Client overview

The client is a leading beverage company in North America with a wide range of 125+ hot and cold beverages and a extensive sales and distribution network.

## 1. Business priorities:

• Warehouse users perform release route function in RM (Route Manager) web application. This transaction posts inventory files in text format at SAMBA for Load A report in SAP. Approximately 30,000 routes are released every month to perform this release load function.

• Sometimes inventory files (posted to SAMBA) do not contain any data. It causes missing data in the SAP Load A report, resulting in issues with inventory planning for the warehouse.

• The RM scripts monitor SAMBA every 15 minutes and send an alert to the functional team if the inventory file is 0 KB (contains no data) in size. The functional team manually corrects 40 such issues every month.

• If issues are not corrected timely, it creates downstream issues with inventory planning at the warehouse level.

## 2. Our solution/approach:

• BOT receives incorrect inventory file size alerts from the Route Manager system. The alerts are monitored every 15 minutes during the monitoring window using dedicated BOT.

• In case of an incorrect inventory file, the BOT will automatically release the route to correct data.

• Notifications to the RM team will be sent with a summary of all actions taken.

• This is not prone to any human error and ensures data consistency in the SAP Load A report.

• The release route function gets top priority through a dedicated BOT. There is no risk of incomplete inventory data before the driver starts order delivery.

## 3. Business impact ▶▶▶

**24/7 scheduling:** Monitoring of alerts every 15 minutes using a dedicated BOT.

**Business efficiency:** 30K+ routes released every month. The BOT monitors and corrects any incorrect inventory files.

**Operational efficiency:** Approximately 800 hours saved annually and 350+ incidents avoided per annum.

## 1. Business priorities :

The customer was constrained by the following challenges:

• Fragmented,

• Disparate automation efforts

• Lack of common standards

• And siloed approach, which was limiting reusability and ROI.

# Client overview

Headquartered in New Jersey, the client is a multinational Lifesciences major involved in the development and production of medicines and vaccines

## 2. Our solution/approach:

• Embedded lean methodologies and inculcated culture of continuous improvement

• Resilient DR and failover capability

• E2E - unified discovery, development, testing, and implementation framework as a part of the engagement

• Domain aligned factory model to drive scale - Account to Report (A2R), Source to Settle (S2S), Order to Cash (O2C), and Hire to Retire (H2R)

• 60+ process areas were prioritized in the process

## 3. Business impact ▶▶▶

The assessment of 150+ use-cases was carried out as a part of the engagement

60+ bots were implemented

Efficiency gains of around 15-20% were realized post the engagement

# Client overview

The client is a global communications company that develops video, voice, content collaboration capabilities and provides communication-based analytics and services.

## 2. Our solution/approach:

• The customer decided to deploy UiPath digital worker to perform the audit. This digital worker is also supported by ABBYY FLEXI CAPTURE to handle multiple order forms.

• The solution follows UiPath standards and ensures scalability for future enrichments.

• Digital worker carried out the audit process with higher accuracy and reduced turnaround time (TAT) without delays.

## 1. Business priorities :

• Performing sales order audit is one of the prime tasks in sales operations. Every month 200+ orders are placed with 45000+ attributes.

• Mostly the order forms are unique in nature (format). In addition, this task is repetitive and involves more focus to be performed.

• There are challenges involved in consolidation (split order items) and performing the audit.

## 3. Business impact ▶▶▶

45,000 attributes are audited per year by digital worker

800+ man-hours per year have been saved

Improved quality and productivity, enabling the sales team to focus more on other tasks

# Client overview

The client is a leading omnichannel commerce technology and operations company headquartered in Pennsylvania. The client offers a wide variety of e-commerce solutions, ranging from order management to payments and fulfillment to customer care.

## 1. Business priorities :

The client started with the robotic process automation (RPA) journey to overcome the following challenges:

• Pega OMC (RPA v8) was deployed for managing RDA, reporting, etc., which was unable to scale with the growing number of users

• Mitigating the business loss between decommissioning of Pega OMC and the setting-up of futuristic solution

• Integration with existing systems, i.e., Avaya, Salesforce

• Existing Pega OMC had a menial of 12 tickets raised per day and an average of 40 tickets per week due to the lower version of Pega RDA v8 used

## 2. Our solution/approach:

• HCL executed migration to Pega robot manager, which could be hosted in-house and could be scaled up and handle an increasing number of agents

• Automated the user/agent creation and populating their information into the system without any manual intervention, as previously done by a BA Manager

• HCL also proposed an alternative of interim local network drive deployment so that there is minimal disruption to users in transition and to minimize/ nullify business losses

• Managed integration with existing systems, i.e., Avaya, Salesforce

• As part of BAU support, all the existing issues were categorized and resolved

## 3. Business impact ▶▶▶

Call handle times reduced to 30 seconds using RDA

Reduced the reship process from 2.5 minutes down to 30 seconds using Workforce intelligence

Pega Robot manager reduced manual effort by 80% and turnaround time by 95%

To learn more, please reach out to us at digitaltransformation@hcl.com

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