

# Democratization of Automation for a Large Indian Conglomerate

## ABOUT THE CLIENT

The client is one of the large Indian multinational conglomerates with diversified presence in FMCG, Agriculture, Paperboard and Packaging, Hotels and IT business. Established in 1910, the company aspires to be an exemplar in sustainability practices. The conglomerate has embarked on an automation journey to improve operational efficiencies across its multiple business formats and enhance employee and stakeholder experience. There was a clear need for automation to streamline operations, control rising costs, centrally manage transactions, and rationally utilize available resources.

## WHAT WAS NEEDED

- To build synergies across multiple business formats to improve efficiencies, throughput for business processes
  - Need for automation to streamline operations, control rising costs, centrally manage transactions, and rationally utilize available resources
- Establish a robust automation mechanism across multiple business formats
  - Need for isolating common processes and creating a democratized governance for seamless interactions – ease of identifying opportunities and bringing together the concerned system owners for a holistic solution

## SOLUTION

- Built a democratized Automation-as-a-Service delivery and solution model, aligning the necessary system (e.g., existing SAP Shared Service) into the Centre of Excellence, performing an end-to-end delivery (process discovery, process mining, design, delivery and continuous support)
- Co-created SOPs, defined business requirements and solution design for seamless adoption and visibility to business process changes and outcomes
- Evaluated process feasibility, value assessment and automation roadmap using the E3 (Efficiency, Effectiveness, Experience) framework
- Identified global processes across multiple business formats and delivered them through a micro shared service model
- Rol-based process prioritization matrix to select automation candidates from 900+ mined processes
- Value measurement, reporting and dashboarding for all automated processes
- Automated business critical reports across the business areas

## RESULT

- An effective shared service model encompassing automation along with other necessary systems to drive business synergies across the different business formats
- Efficient process relationship establishment as a result of cross business process identification
- Robust governance of the automation program providing visibility to demand generation, development and value reporting
- Process efficiency improvement by 41%
- Up to 97% return on investment

## ABOUT ITC INFOTECH'S AUTOMATION CAPABILITIES

ITC Infotech has extensive experience in delivering automation services and solutions modelled across client centric flexible engagement models, spanning multiple clients spread globally. Our automation experts have experience in delivering automation programs across multiple industries, using multiple automation technologies and state-of-the-art automation frameworks.