



Business-friendly Solutions

Reimagine & Reengineer Manufacturing with Robotic Process Automation



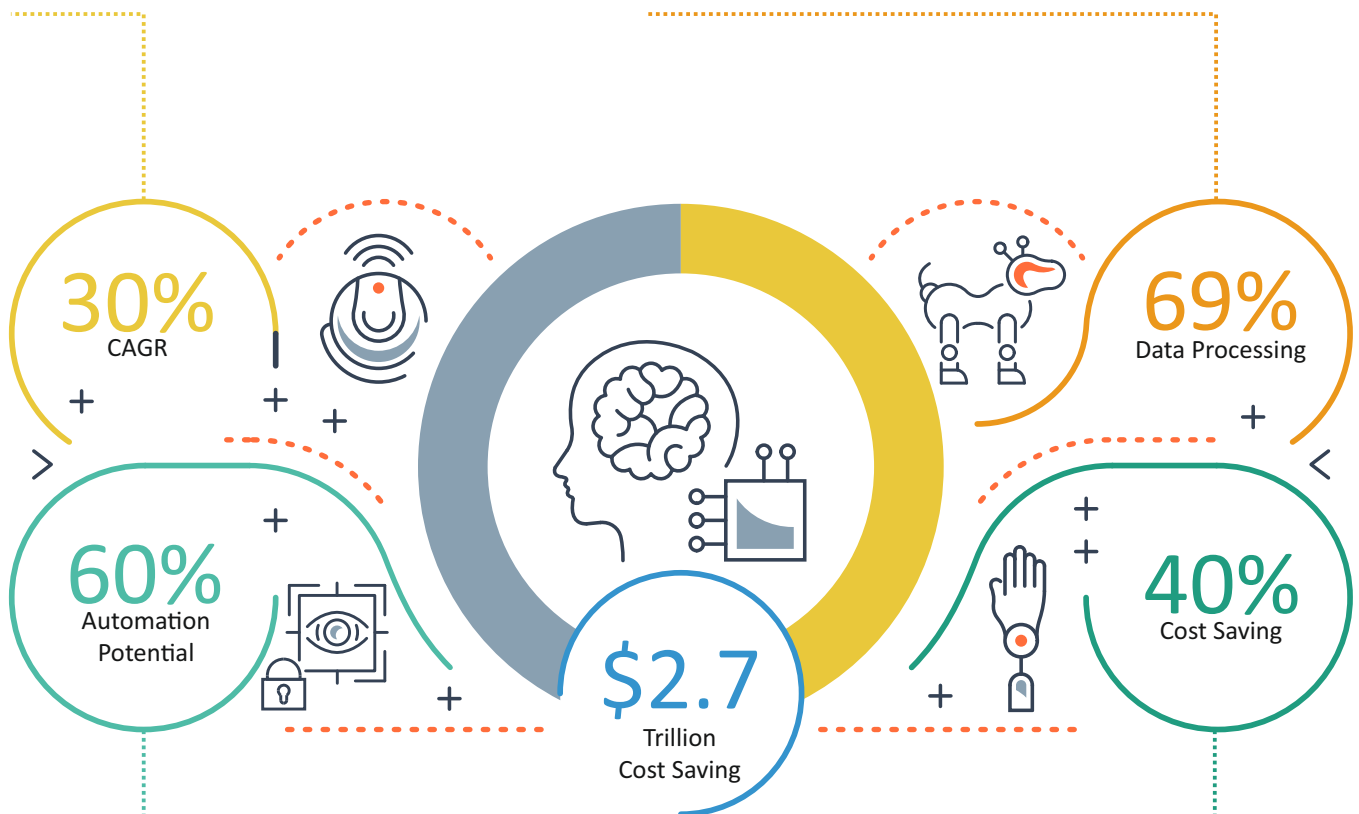
Reimagine & Reengineer – Manufacturing with RPA

Companies in the manufacturing industry were the early adopters of automation. Although, an array of automation initiatives in the sector are targeted at physical processes that increase the efficiency of site operations, research indicates that nonphysical core processes have higher automation potential.³

The Question – How can RPA empower the already automated elements of a Manufacturing company to work more effectively?

Research highlights that RPA market will grow at a CAGR of over **30% YOY** between 2020 and 2027¹

McKinsey Global Institute estimates that, using demonstrated technologies, more than 81 percent of predictable physical work, **69 percent of data processing**, and 64 percent of data-collection activities could feasibly be automated⁴



Manufacturing sector has an automation potential of **60%**

The manufacturing workforce in future will have a combination of robots and operators on the shop floor and employees and digital assistants in offices. Automation could lead to a saving of **\$2.7 trillion in labor cost**²

A report expresses that the RPA solutions in the back-end activity enables the company to achieve around **40% cost savings** in their different procedure of work extending from logistic data automation, ERP automation and product price comparisons.

1. <https://www.grandviewresearch.com/industry-analysis/robotic-process-automation-rpa-market>

2. <https://www.mckinsey.com/business-functions/operations/our-insights/human-plus-machine-a-new-era-of-automation-in-manufacturing>

3. <https://www.mckinsey.com/~/media/McKinsey/Industries/Electric%20Power%20and%20Natural%20Gas/Our%20Insights/Unlocking%20the%20full%20power%20of%20automation%20in%20industrials/Unlocking-the-full-power-of-automation-in-industrials.pdf>

4. <https://www.mckinsey.com/business-functions/operations/our-insights/operations-management-reshaped-by-robotic-automation>

Automation – From Factories to Cubicles

Transformation led by digital technologies to drive consumer focused growth, integrated supply chain and manufacturing efficiency

Manufacturing Companies have One Advantage in RPA adoption that gives it Flexibility and Scalability in Operations

- Similar processes across manufacturing plants
- Maximum ROI with pilot solution in one plant and replicating it across all plants

Some RPA Adoption Snippets from the Industry

50%

Productivity Gain

- One of the leading CPG manufacturing unit reduced the time taken for reconciliation between standard and custom stock reports of SAP received from Opti vision (an MES product used for production planning) by the use RPA
- The shift wise analysis , timely addressal of errors , 50% productivity gain and ROI realization in second year itself

\$1.5

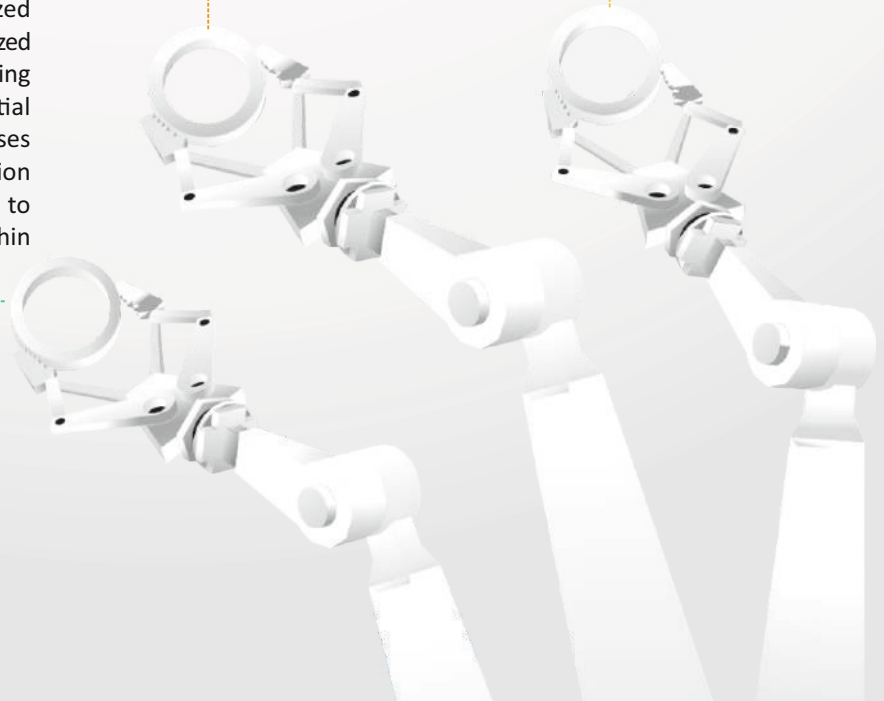
Million Cost Saving

- Leading Japanese manufacturer, dealt with thousands of invoices in 50+ different templates and in scanned /printed formats, which led to delays in the payment processing
- ML based IDP along with OCR facilitated faster extraction of data and hence reduced invoice processing time. It led reduction of efforts from 32 FTE to 5 FTE

250

Hours of Labor Saved

- For a large conglomerate with more than 150 manufacturing units, the biggest challenge was to standardize and automate the processes
- The automation center of excellence on shared service construct democratized the automation and helped in standardized processes across all the manufacturing units. With more than 700 potential automation use cases and 105 use cases with ROI for more than 1 FTE reduction the CoE was able to eliminate close to 250K hours of redundant work within first year of operation



Some business functions have become more relevant in the current situation for the Manufacturing industry

- Managing Demand Fluctuations
- Agile Planning & Scheduling Process
- Enhance Customer Satisfaction
- Error Free Reporting & Performance Monitoring
- Material & Logistics Cost Control
- Sustainability Reporting & Compliance
- Handling Supplier Queries

Benefits of Automation

- Automation of front office processes such as handling customer service request, complaints and query resolutions can improve the overall request processing time, thus enhancing customer experience
- Back Office automation of support functions such as Warehouse, Logistics, HR and Finance can reduce dependency on manual data entry and increase accuracy in processes such as preparation of GRN, Dispatch note, Invoicing, E-way Bill, payment processing, payroll, etc.
- Automation of middle office functions, which involve record-to-report processes, can lead to a faster throughput and data collection & consolidation, hence repurposing executives for more cognitive tasks

Re-Imagine & Re-Engineer your process with ITC Infotech

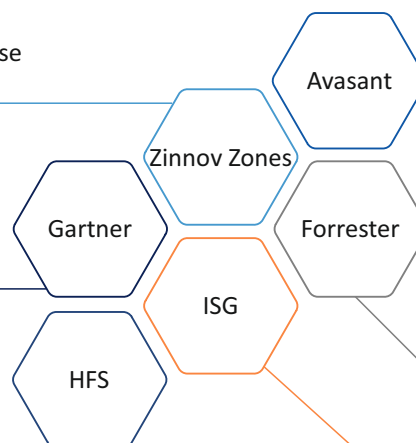
- Domain leadership in the form of **Industry Playbook, Process Catalogue & Subject Matter Expert**
- Unique methodology for process discovery and prioritization **built on the axes of Efficiency, Effectiveness & Experience**
- Internal functional consultants with in-depth knowledge and experience in driving **business process re-engineering and enabling process automation**
- Design Thinking and Co-Creation led framework for enabling a **persona-based automation**
- **Ready bot repository** for faster implementation, **conversational bot integration with RPA enabling enhanced user experience**
Solution design leveraging Industry Best Practices and Automation Center of excellence, Value Measurement & Reporting
- **Change management and governance structure** with change Advisory Board for RPA COE, CAPA team to manage impact of change and Change Validation team to ensure implementation of correct changes

Market Validations

'Leadership Zone' CPG & Retail in RPA Services 2020 Top 5 Small & Medium Service Providers for RPA services Enterprise Software in E R&D 2018

Mentioned in the Gartner report titled "Competitive Landscape: Hyper automation Service Providers"

Positioned as - "A global customer-centric player specializing in providing Business-friendly Solutions to amplify outcomes by deploying intelligence at scale" - Market Analysis Report "High Performer" in HfS Blueprint Report Software PES



Recognized as an 'Innovator' in Avasant's Intelligent Automation RadarView™ 2020-2021

Recognized for its 'people-centric approach towards automation' in report- "Ten Golden Rules For RPA Success" Mentioned in the Forrester Report "Now Tech: Continuous Automation And Testing Services Providers, Q1 2021"

Featured as a 'Leader' in 'Enabling Digital' in ISG Insights Index (i3) for ADM Services



About ITC Infotech

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides Business-friendly Solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and the unique ability to leverage deep domain expertise from ITC Group businesses. The company provides technology solutions and services to enterprises across industries such as Banking & Financial Services, Healthcare, Manufacturing, Consumer Goods, Travel and Hospitality, through a combination of traditional and newer business models, as a long-term sustainable partner.

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