



CASE STUDY

**Delivering Automation for Procurement,
Manufacturing, Supply Chain, Marketing,
Finance and HR**

Client is an Indian multinational conglomerate company with diversified presence in FMCG, Agriculture, Paperboard and Packaging, Hotels and IT with **presence in 90 countries.**



Client Situation

The multinational conglomerate client wants to modernize the business process execution, IT Operations and streamline procurement process. The procurement team is facing a lag to process the number of requests as this business operates on a massive scale. The client needs the final direct consumption of Sales and Productivity reports.



Client Challenges

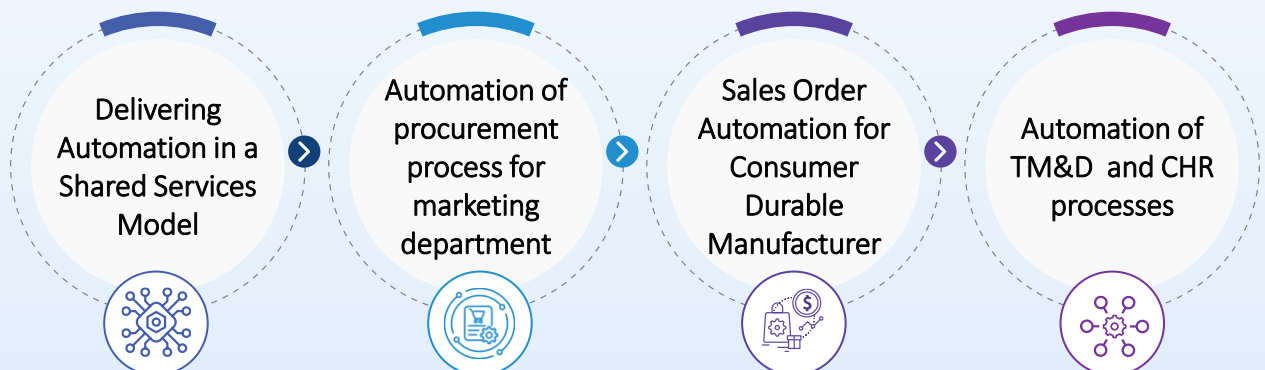
- Legacy and business process architecture, amplify employee potential and enhance the experience at workplace
- Procurement process for the marketing department to prioritize booking slots for advertisements followed by the creation of purchase orders, registrations, and voucher processing
- Manually identify SAP material, plant nos. for each product, and remove the duplicate entry
- Creation of final sales and productivity reports varying from daily to weekly and send to Senior Management. Automation of output report
- To utilize Category Assistant's time better, the client wanted to automate the output reports. Ideally used to identify and analyze the areas/districts with falling Sales numbers
- Requirement of automation of the onboarding process of new joiners and usage of self trigger to send documents to the candidates. Create a master report using all employee excel reports
- Standardize and consolidate the entire appraisal process



ITC Infotech Solution

ITC Infotech provided a comprehensive solution to client from design to implementation and program management. Specific activities performed are:

- Enterprise process scan to identify and assess business processes for automation opportunity
- Develop the prioritization and roadmap for Automation using the E3 framework.
- Develop an ROI-based process prioritization matrix to select automation candidates from 900 mined processes
- Set up RPA COE to develop and deliver bots across multiple businesses across geos
- Create a digital persona for 8 critical business roles
- 200+ Detailed Reporting topics
- The start point of the solution is the slots that have been booked from a particular channel, the creation of a purchase order in the name of that channel along with the bill of materials and validity
- On receipt of the invoice, validation of the invoice with for the registered details, service entry creation, registration, and clearing the voucher for payment
- Automated data extraction and entry into the system- entry validations before data entry
- The automated exception handling model
- Active employee List, exit employee list, educational data, and promotional details all are downloaded and required data is processed to create a master data for over 13,000 employees
- Consolidation, validation, control passing to CHR SPOC to manually validate & trigger, and generation of final appraisal files were used to standardize the process





Results & Client Benefit

ITC Infotech completed the engagement successfully. Specific results and client benefits achieved are discussed below:

Increase process efficiency by 50-60% and on an average of 75% for overall process



Throughput improvement by 5% due to better planning

Reduction of repetitive tasks and Report standardization



>50% savings in man-hours

Automate processes in Procurement, Manufacturing, Supply Chain, Marketing, Finance and HR



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 deep domain expertise. The company provides technology solutions and services to enterprises across industries through a combination of traditional and newer business models, as a long-term sustainable partner.

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