RPA-enabled Procurement Management Sets New Standards in Operational Efficiency

RPA transformation led to an initial reduction in operational purchasing costs by 13% and reduced time to market by 25% within six months of implementation.

Project Overview

The client's procurement process relied heavily on human intervention to manage tasks such as data entry, invoice processing, and payment scheduling. These time-consuming and tedious tasks often caused errors and delays, impacting business continuity. We implemented an RPA solution that not only interacts with multiple applications but also automates repetitive, predictable, rules-based tasks. The solution minimized cost, reduced transaction time, increased productivity, and improved compliance.

Client Profile

One of the biggest consumer brands in India, the company manufactures market-leading brands of biscuits, breads, and dairy products.

Business Challenge

The client's procurement process was managed via SAP (ERP). This involved managing more than 10 terabytes of data, huge amounts of Purchase Orders (POs), invoices, and inventory annually. The procurement team had to burn a significant amount of time executing manual tasks.

Business Requirement

- Implementing RPA in the procurement process
- Creation of dashboard/API-based solution

Solution

We used UiPath to automate the rule-based manual processes involving purchase request to purchase order, work order management, and invoice processing.

- Automated reminders to suppliers
- Automated processing of email responses from suppliers
- Automated bots running on scheduled time using UiPath Orchestrator
- Automated process design using UiPath Studio
- Automated exception raising based on business logic
- Automated process execution using UiPath Orchestrator
- Integration with the existing ERP system (SAP)
- Integration with the email system
- Developed dashboards to display captured data (feedback, exceptions, reminders)

Technologies

Business Benefits

- ★ Significant efficiency savings owing to automation of procurement operations
- ★ Substantial savings in process restructuring by building on top of existing applications
- ★ Achieved annual compliance savings of over $1 million by eliminating errors in invoice remittal
- ★ Automation of tasks helped divert skilled resources to focus on strategic initiatives
- ★ In-built validations eliminated human errors, regulatory violations, and fraud
- ★ Created a strong audit trail and improved visibility across the procurement process
- ★ Actionable insights provided by analytics dashboard

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