CASE STUDY

Global Healthcare Leader Saves Millions and Revolutionizes Operations with Automation Anywhere

Organization profile

The organization is a global healthcare leader specializing in diagnostics, medical devices, diabetes care, nutritional products, and branded generic medicines.

Results

$1M
saved in one department

45K
hours saved in one department

$55K
eliminated in annual licenses

10K
hours saved in finance

2.3K
hours saved in pharmacovigilance

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With one instance of our ERP automation work, we saved over 45,000 hours and around one million dollars, and that's just one of many examples.

Divisional Vice President,
Commercial Delivery

AUTOMATION
ANYWHERE

Challenge

As a company with a rich history spanning 135 years and a global presence in over 160 countries, the organization aimed to enhance the speed and quality of work across its operations. The goal was to drive revenue growth and boost employee engagement. Through the adoption of Intelligent Automation, the company sought to liberate valuable time for employees, achieve substantial cost savings, scale efficiencies throughout the enterprise, lower IT costs, and eliminate technical debt.

Solution

The company implemented the Automation Success Platform to scale its centralized automation program, create more capacity for its employees, drive cost savings, and improve quality of work and customer service. In a short timeframe, the organization effectively automated various tasks across its finance, quality, IT, and pharmacovigilance departments. This led to improved data accuracy and substantial savings in manual work hours and financial costs, exceeding one million dollars in combined soft and hard savings. With a well-structured methodology for taking in new use cases, it is now able to evaluate, onboard, and execute work for new functions quickly to continue scaling its success.

> " The ability to reduce complexity, thanks to Automation Anywhere being a one-stop shop, is a game changer for us.
>
> Divisional Vice President, Commercial Delivery

Processes automated

- Month-end, quarter-end, and year-end journal entries in finance
- Order-to-cash invoice processing in multiple countries
- Procure-to-pay global travel and expense reconciliation
- Invoice consolidation reporting
- Vendor creation
- Inter-company invoice creation
- Paper-based document digitization
- Reporting in quality department
- Elimination of various manual processes in IT to reduce technical debt

The whole story

In 2021, the organization embarked on an automation journey to optimize manual processes, improve data quality and employee engagement, and reduce costs to drive revenue growth. The automation journey began by automating processes in the financial shared services department, including month-end, quarter-end, and year-end journal entries and reporting. Intelligent Automation removed the burden of thousands of manual entries while improving the quality of work produced and eliminating the need for approximately $55,000 in annual licensing costs.

In the quality department, automation efforts focused on reporting and digitizing paper-based documentation, resulting in improved compliance, quality, and accuracy, as well as increased employee engagement. Additionally, the IT department leveraged Intelligent Automation to eliminate technical debt and reduce costs across the tech stack.

Following the success of these initiatives, the organization expanded automation efforts across various functions and departments, developing a structured methodology to identify and prioritize new use cases, including in HR and IT. Explorations into the potential of generative AI have also commenced to further enhance operational capabilities.

The future

The organization continues to advance, striving to scale Intelligent Automation across its global organization, encompassing functions such as HR, IT, and within its diagnostics and nutrition businesses. Explorations into use cases for piloting generative AI in code development, customer service experience, and regulatory requirements are underway. However, the organization's primary responsibility remains to its patients and consumers, prompting careful evaluation of these pilot use cases with intentionality. Close collaboration with Automation Anywhere is ongoing to establish a robust foundation of guardrails and governance around generative AI, ensuring its safe scaling across the global enterprise.