

CASE STUDY SNAPSHOT

Driving down costs: a major automaker's road to efficiency through automation transformation

Company Profile

A subsidiary of a major automaker and the leader of the Indian passenger car market.

Challenge

The automaker's outdated systems relied heavily on its 28,000 employees, resulting in time-consuming, error-prone processes and unchecked duplicate claims, leading to significant financial and resource wastage.

Why Automation Anywhere?

Since day one, Automation Anywhere has been integral to the automaker's transformative automation journey, evolving from a single automation to over 125+. With a suite of capabilities and extensive resources, Automation Anywhere has continuously provided the company with the necessary support to ensure its automation efforts are successful and results-driven. From streamlining processes to enhancing operational efficiency, Automation Anywhere's innovative solutions have empowered the automaker to achieve significant milestones in its quest for digital transformation and operational excellence, further solidifying its partnership as it ventures into future automations and innovations.

Outcome

Through automation, the organization significantly enhanced operational efficiency and achieved substantial cost savings. The company automated over 125 tasks, including a major overhaul in warranty claims processing, reducing the process from 60 to 15 days.

167%

efficiency improvement in
warranty claims processing

125+

business processes
automated

63%

efficiency improvement
in invoice processing

55+

digital workers created

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