

Automation 360™ Cloud automation creates standardization in global shared processes



ORGANIZATION PROFILE

A world leader in building materials Holcim employs 63,000 people in 61 countries. As a top-ranking player in its Cement, Aggregates and Concrete businesses, it contributes to the construction of cities around the world, through its innovative solutions providing them with more housing and making them more compact, more durable, more beautiful, and better connected.

CHALLENGE

Holcim has three shared service centers, in America, Europe, and India, and as a result of a recent mergers, the company is onboarding many other geographies such as Australia, New Zealand, UK, and France and also adding processes into these shared services. All of the various geographies have multiple shared services and processes and after a successful RPA journey in India, they chose to continue their global RPA journey with Automation 360™.

SOLUTION

In India, Holcim has two operating companies, ACC and Ambuja Cement, which operated in their own respective way. Using Automation 360 cloud allowed a standardization process between the two when sharing details in such as addresses, postal codes, and security deposits, amongst others, in the nearly 80 fields of information. Working in tandem with some overlap to this Customer Data Master project, was also the Credit Control use case, where bots were passing customer information from one to the other, to assign credit limits for new customer.

BENEFITS

100%

Accuracy

92%

Faster credit approval process

40%

Increase in overall efficiency

Processes Automated

- Creating new customers
- Searching for duplicate entries of customers
- Assigning credit limits

Industry

BPO

"In both these processes we saw 40% increase in efficiency, which is translated to about 7 FTE's."

—Yashpal Wala,
AVP—RPA and
Automation

STORY DETAILS

Before Holcim embarked on their RPA journey, assigning a credit limit to a customer was a two to three-day process. In the case of temporary credit limits employees were required to disrupt their sleep to check which client's limit was expiring each night at midnight, and work for an additional hour updating the data. With ten bots now in production, the entire credit assignment process is automated and what once took several days now takes just a few hours. Similarly, prior to automating their Customer Data Master, which is the creation of customers, the process took 48 hours per customer. To set up each new account about 80 fields require data. Using a human to bot approach resulted in a standardization of the process, improving turnaround time to just four hours. Automation of these processes also differentiated two different types of clients as sold to and ship to and revealed duplicate accounts. The automation also provided data utilized by both processes, illustrating how two Bots can work in tandem where one bot creates a customer and informs another bot who assigns the credit limits to new customers with these actions happening in near real time as compared to 2 business days in manual processes. With the successes of these use cases in India, Holcim automated and standardized similar processes in Europe, and throughout the Americas.

THE FUTURE

As Holcim continues to standardize its nearly 100 shared processes throughout each global region via Automation 360 cloud, there are still some teams operating on UiPath on-prem , but they are also onboarding Automation 360 as they clearly see the benefits of Cloud platform. Secondly, the company also plans to automate the nearly 5000 daily invoices received in India and Europe using OCR with Automation 360 to handle 20+ countries having their own specific variations.

"Automation 360 optimized our customer/credit process and inspired additional business process solutions across our other regions."

—**Milind Gawde**
Head—Order To Cash & Master Data Management, Holcim Global Hub Business Services

About Automation Anywhere

Automation Anywhere is a global leader in Robotic Process Automation (RPA), automating business processes with software bots performing repetitive, manual tasks, resulting in productivity gains and improved customer experience. Visit www.automationanywhere.com.

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