

# Equipping a heavy machinery manufacturer with increased productivity and happier customers

An Automation Anywhere Case Study  
**INDUSTRY: HEAVY MACHINERY AND EQUIPMENT**



A leading manufacturer of construction and mining equipment was experiencing challenges within its global supply chain management (SCM) operations, including process errors, time-consuming manual processes, lengthy error detection and resolution cycles. Using our strong expertise in Robotic Process Automation (RPA), we helped the client enhance its operational efficiency, reduce costs and improve customer experience.

## CONTEXT

The client intended to make better use of high-skilled resources engaged in low-end monitoring and routine tasks. Their existing on-premises business application software and proprietary systems were grappling with unstructured data and diverse input formats, consuming significant man-hours. Ad-hoc solutions implemented by the client were not successful in automating workflow level functions. The client wanted to embrace RPA to unlock the next stage of productivity gains, by focusing on increasing the capacity without hiring staff, reducing downtime, improving KPIs, and scaling up operations.

## SOLUTION

The client took into consideration multiple factors while selecting an automation platform. The key priority was to establish enterprise-grade quality, speed of deployment of the product, and the company's flexibility in terms of tech support, training and licensing models. Automation Anywhere scored highly on all the above parameters.

After a successful 6-month proof-of-value, EY and Automation Anywhere worked together to extend the Automation Anywhere solution to other areas of the client's global operations, beyond its SCM function.

## BENEFIT

up to 29%

productivity increase during  
the 6-month pilot

2-3<sup>x</sup>

greater efficiency, cost reduction,  
and customer experience  
benefits anticipated  
as RPA is adopted  
across additional functions

Zero

errors which previously  
slowed process completion



## DETAILS

EY and Automation Anywhere automated several key processes for the client's pilot:

### **Interface-driven record and data errors**

Due to mismatches between data in the client's existing mainframe and its business applications software, SCM team members often had to manually resolve errors related to goods receipts, goods storage, and unidentifiable records. These errors caused delays in the execution of critical business applications and manual intervention was time-intensive, further opening up processes to additional errors.

Now, the bots deployed by EY and Automation Anywhere continuously search the records for each error type, resolve them using a rule-based decision points system, and complete the workflow by sending a resolution email to the appropriate human user.

### **Sales orders**

When interface-driven record and data errors pertaining to sales orders occurred, the SCM team had to manually verify and resolve the details in the system, which was an error-laden and time-consuming process.

The bots have automated the end-to-end process by searching for sales orders in the system, checking all the details via numerous SQL queries in the mainframe system, updating the data in the mainframe, and notifying the user of task completion.

### **Transport visibility system (TVS)**

The client's TVS frequently encountered application errors that were difficult to detect and took considerable time to resolve.

The bots search all the files in the TVS application, identify any recent failures, extract the reason, and notify the supporting team via email to resolve.

### **Shipment remedy tickets**

When a customer had a product shipment issue, the client's system would generate and email an incident ticket to the internal support team, and a member of that team would have to manually create the corresponding ticket in the company's Remedy application.

The bots automatically create Remedy-based tickets. This ensures that no shipment issues are inadvertently missed, leading to accelerated issue resolution and significantly improved customer satisfaction.

## THE FUTURE

Together, EY and Automation Anywhere generated remarkable value for the client, and the two companies are now working together on use cases and opportunities to apply the solution to other functions beyond logistics and supply chain processes within the client's enterprise-wide global operations.

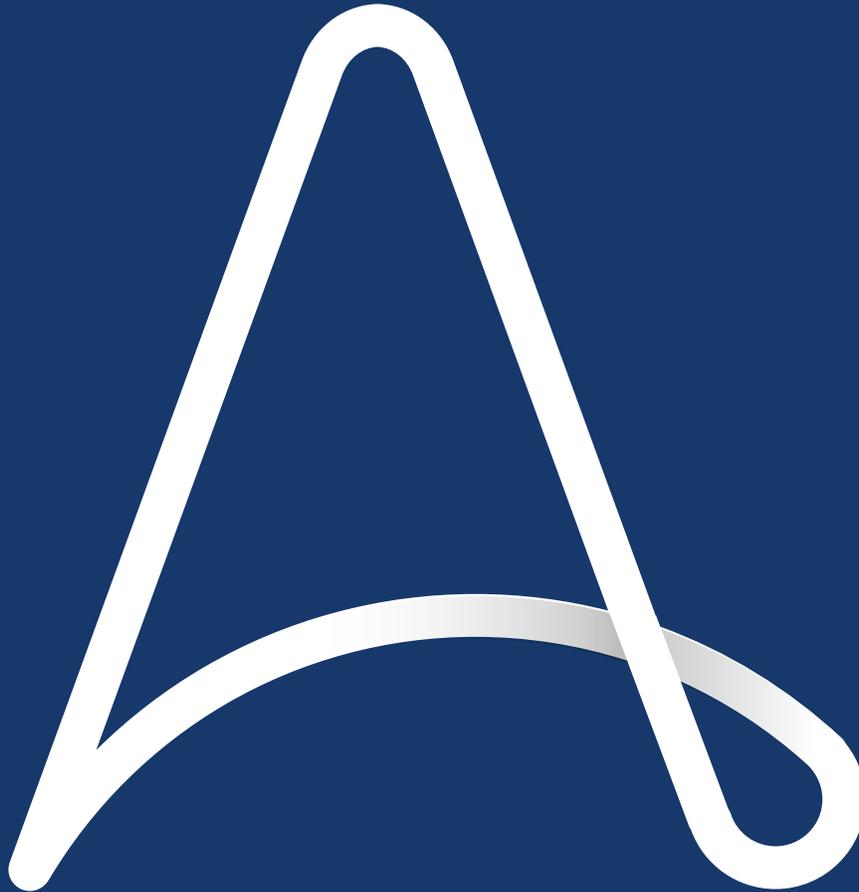
## AT-A-GLANCE

### **About EY**

EY is a global leader in assurance, tax, transaction, and advisory services. The insights and quality services we deliver help build trust and confidence in the capital markets and in economies the world over. We develop outstanding leaders who team to deliver on our promises to all of our stakeholders. In so doing, we play a critical role in building a better working world for our people, for our clients and for our communities.

## EY

EY's extensive implementation experience working with leading RPA tools complemented by its industry-leading advisory skills enables EY to help customers in their technology-led business transformation. Broad experience in driving RPA programs across business processes for enterprises in many different sectors and geographies positions EY as a strategic RPA collaborator. EY's capabilities encompass highly experienced and multi-disciplinary teams of people consisting of business consultants, six-sigma/lean experts, and RPA solution architects and technologists. EY has a well-established and proven methodology for RPA-led transformations successfully deployed across multiple clients in a diverse mix of industries.



Contact Automation Anywhere to learn more about how you can leverage our Digital Workforce platform to automate any process, scale your business, and reduce costs. Call 1-888-484-3535 or visit [www.AutomationAnywhere.com](http://www.AutomationAnywhere.com) to schedule a live demo.

### About Automation Anywhere

Automation Anywhere delivers the most comprehensive enterprise-grade RPA platform with built-in cognitive solutions and analytics. Over 500 of the world's largest brands use the platform to manage and scale their business processes faster, with near-zero error rates, while dramatically reducing operational costs. Based on the belief that people who have more time to create, think and discover build great companies, Automation Anywhere has provided the world's best RPA and cognitive technology to leading financial services, BPO, healthcare, technology and insurance companies across more than 90 countries for over a decade. For additional information visit [www.automationanywhere.com](http://www.automationanywhere.com).

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