

# NSG Saves More than 13,000 Hours Annually with RPA



## PROFILE ORGANIZATION

NSG is one of the world's largest manufacturers of glass and glazing products for the architectural, automotive, and technical glass sectors. Founded in 1918, the company acquired leading UK-based glass manufacturer, Pilkington plc, in June 2006. With headquarters in Japan and principal operations in 30 countries, it employs 27,000 people.

## CHALLENGE

Based in Poland, NSG's Global Business Services operation of 320 employees managed the shared services for the whole organization. With an increasing volume of work and finite amount of resources and space for new people, NSG looked to robotic process automation (RPA) to help process repetitive tasks and allow its team to focus on more productive and satisfying work.

## SOLUTION

Partnering with Automation Anywhere, NSG selected a number of simple but high-volume tasks across the business to demonstrate the value of RPA. Everyday processes for IT, such as creating SAP accounts, that had taken five minutes to create manually were executed in just 50 seconds with automation. Other processes used to test RPA included checking both Finance and HR reports. As a result, processing times were reduced from 10 minutes to just 40 seconds. The impressive testing results convinced NSG to implement Automation Anywhere RPA and officially launch their automation program.

## BENEFIT

13,200

Hours saved to date

75%

Hours saved annually

18,000

Hours saved target for 2020

### Processes Automated

- Network Account Creation
- Leavers Processing
- Freight Invoicing
- ARIBA Reports Printing
- Master Data Improvements

### Industry

Manufacturing

"One little bot has convinced our Finance team of the real value of RPA and stimulated great interest in automation."

— **Iwona Guerrache,**  
Master Data Services  
Team Leader

## STORY DETAILS

Initially, there was some employee resistance to implementing RPA, but then one small bot accurately processed the manual, repetitive process of printing ARIBA reports, a suite of web-based statements such as orders and tracked invoices, for the Finance department. This helped save 720 hours and employees were totally convinced.

To help reduce workload, one of the first processes automated was for NSG's active directory. The Windows tool was used to create online accounts, logins and user IDs for new employees. Manually, this process took an hour for each new user. With automation this has been reduced to just 15 minutes, saving the company 1,500 hours annually. Because of operational limitations the process still required some human input, but the automation demonstrated how well bots can collaborate with employees on complex processes. With further improvements, the process is expected to take just one minute.

NSG's most productive bot, and its first for their business in Brazil, was for freight invoices. Interrogating high-content XML files to locate very specific data, checking it against the database before entering it into the CP system, helped save 2,000 hours of manual work. With additional fine tuning, this automation is expected to save the company 3,000 hours every year.

Deleting dormant accounts in SAP is another use case for NSG. Prior to RPA, inactive accounts were deleted without prior notice, then required reinstatement when a customer contacted the company. A bot was created to generate an e-mail asking customers if they still required their accounts. Reinstatement calls were reduced by 70-80%, saving 240 hours of additional work for the IT department.

## THE FUTURE

NSG has accomplished a lot with automation in a relatively short time. As it continues to scale up, its Development Team now thinks more globally about how RPA can be used, while continuing to refine and improve existing bots. With many similar processes needing automation, it now reuses components of existing RPA solutions.

The team's mission is to continue promoting the benefits of automation to managers and departments outside of Shared Services, helping to diffuse any fears about what RPA is, with the hopes of achieving wider adoption of RPA throughout the company.

"To really get the best out of automation, work together and treat bots as colleagues, not your enemy."

— **Iwona Guerrache**,  
Master Data Services  
Team Leader

### About Automation Anywhere

Automation Anywhere empowers people whose ideas, thought and focus make the companies they work for great. We deliver the world's most sophisticated Digital Workforce platform making work more human by automating business processes and liberating people.

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