

Tech Mahindra's customizable "As a Service" offering with IQ Bot™ document processing solution saves their client 20K hours annually



ORGANIZATION PROFILE

Tech Mahindra is \$5.1 billion company focused on leveraging next-generation technologies such as 5G, blockchain, cybersecurity, AI, Metaverse and more to enable end-to-end digital transformation for global customers.

CHALLENGE

Tech Mahindra's client had 15 full time employees to manually process thousands of invoices each month. Tech Mahindra's challenge was on getting an M-O-M ROI with Automation where IQ Bot needs to be trained with 1300 different Vendor Format.

SOLUTION

Tech Mahindra designed a customizable Invoice Processing as a Service model, a first with Automation Anywhere, leveraging the Automation 360™ platform on cloud and IQ Bot to automatically process and sort emails.

Processes Automated

- Email handling and sorting
- Conversion of invoices to TIFF format
- Booking of invoices into Oracle EBS

Industry

Technology

BENEFITS

19,200

Hours saved annually

100%

Accuracy

90%

Reduction in manual effort

85%

AHT reduction

"The legacy processes our client was using to manage invoices were inefficient and not cost effective. With IQ Bot we reduced AHT by 85% and saved 19,200 hours annually. This is just the beginning!"

—Hrishikesh Bhagat
RPA Automation
Manager Tech
Mahindra

STORY DETAILS

Tech Mahindra structured a customizable solution suitable to this, and many of their other client document processing needs. Tech Mahindra's solution for processes which can be automated utilizes both Automation 360 cloud software platform and IQ Bot and is known as Invoice Processing As a Service (IPaaS). For process exceptions which still require some manual handling their customizable solution is referred to as Business Processes As a Service (BPaaS).

In this instance the solution to automate their client's invoices involved complex variables. In addition to the client's nearly 4000 invoices received each month, supplier vendors came from various geographies and there wasn't any standardization to the invoice format, making legacy processes inefficient and not cost effective. The client also had 15 FTE's processing the invoices worked in multiple departments that did not communicate with each other. One team was assigned to open and assess about 700 emails daily, another team converted and uploaded the files from the emails, another dealt with queries, and another booked the invoices into Oracle EBS. For the client Tech Mahindra applied their customizable IPaaS and BPaaS service models to solve the challenges of email handling and invoice processing. For IPaaS, a two-bot solution, IQ Bot extracts data from invoices, which have multiple formats, and the second, RPA Bot, reads the data, classifies the information, converts it to a .tiff format and updates into the Oracle EBS system. When exceptions occur the BPaaS solution executes, and the team manually extracts the data and enters it into the Oracle EBS system. Once business rules are established for these processes, they will be automated and processed in the IPaaS system.

THE FUTURE

Tech Mahindra plans to continue offering customizable versions of IPaaS and BPaaS to all their clients and use intelligent automation to process more types of documents in their auto-driven service model.

"The As a Service Model of Tech Mahindra in combination with Automation 360 platform and Automation Anywhere's unmatched support helps us accelerate business outcomes for our customers as early as 1st Month of Engagement."

—**Dhaval Bhatt**
Tech Mahindra
Business Development
Manager – AI
& Automation –
Platforms

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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