CASE STUDY

RPA Supports Mantrac's Accelerated Business Expansion With 85% Work Efficiency Improvement

Organization profile

Mantrac Group is one of the largest authorized Caterpillar dealers of heavy equipment. With a comprehensive inventory, they have end-to-end solutions to support numerous industries across Asia, Africa, and the Middle East. In addition to new rentals, the company supplies used machines, power systems, parts, and attachments.

Challenge

As Mantrac's management endeavored to grow the business and diversify their catalog of offerings, more suppliers were engaged, which not only increased the volume of transactions but also introduced new systems from which suppliers submitted POs and invoices and required manual data entry on Mantrac's end. The company needed a way to keep up as business was growing with their existing staff.

> "
> We optimized data entry by 85%, which will reflect on other areas of the business."
>
> **Fady Sleiman**
> Chief Information Officer, Mantrac

Benefits

85%
Time efficiency improvementr

1000+
Hours saved

199
FTEs days saved

0%
Error rate

Processes Automated

Customer Remittance

Multi-Brand Invoice Processing

Industry

Machinery Manufacturing

Solution

Working closely with their implementation partner First Gulf Solutions (FGS), Mantrac launched a three-month proof of concept program using Automation Anywhere's products to ensure they would fit their needs and provide a workable solution with room to expand upon in the future. The program was a success within the finance and supply chain departments.

> "
> Our future plan is to try other components such as intelligent document processing and AARI."
>
> **Mohamed Salem**
> FGS Chief Technology Officer

Story details

Mantrac's management team began concentrating business development efforts on diversification with dealers outside of Caterpillar. As an influx of new dealers were engaged, the finance and supply chain departments were confronted with a slew of new systems with which they were not integrated to process POs and invoices. Suddenly, new business was creating exponential labor-intensive work such as manual data entry for 300–500 lines of parts. If business was going to keep growing this way, Mantrac's existing team would not be able to handle the load.

FGS developed and deployed two automations using Automation Anywhere products to address these issues. First, for customer remittance, bots read lines, extracted emails, and logged in to a customer account to settle its balance against an open invoice. This process improved upon manual labor efforts by 400% and reduced errors to nearly 0%. Second, for multi-brand invoices, bots analyzed data from several types of structured PDFs, converted extracted data into an Excel document, enriched the Excel with data from Mantrac's legacy system, UNA+ (Expand UNA), and generated an invoice to feed back into the UNA+ system. This process not only freed up time for employees but also cut down on processing time since the bot was able run 24/7. Thanks to this automation, 50% of multi-brand invoices were processed outside of normal business hours.

For Mantrac, automation not only lightened employee load but also provided management with the ability to make agile decisions to expand business with other suppliers.

The future

Looking toward the future, Mantrac's sights are set on automating 10 processes within one year. Currently, they have three processes in production, two in testing, and two in development—that's in addition to the three processes already running. They are also forming a CoE whose function will be to build an automation pipeline to penetrate more departments, to initiate a discovery process, and to assess goals for automations already developed. FGS also hopes to incorporate other Automation Anywhere components into Mantrac's RPA strategy such as Document Automation and AARI, which was already tested and demonstrated additional benefits to the business.

AUTOMATION ANYWHERE