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# **Robotic Process Automation for Consumer Products**

# ROBOTIC PROCESS AUTOMATION MAKES WAY FOR EFFECTIVE BUSINESS PROCESSES

## Improve Business Efficiency with Robotic Process Automation

We live in a time where everything is getting automated! The consumer products market is no exception. There have been a lot of percent changes that most of the companies are unable to cope with, even if some are but they are not expanding as a business. To get out of this, major consumer product manufacturers issuing robotic automation processes to the existing business systems. This will allow further automation of complex processes that earlier required human intervention and this will not only make processes faster but will also decrease delays and human errors.







## CASES WHERE RPA CAME TO THE RESCUE

- A consumer products-based company was manufacturing and selling goods that was a necessity during this pandemic period, but even after putting every resource they were not able to make the best out of this situation. Their sales were much lower as compared to their competitors, having in-depth knowledge about the company revealed that their processes could be made more efficient to make better profits.

For this reason, they incorporated the RPA with their existing SAP S/4 HANA platform. This allowed them to reduce unwanted human labour which reduced overhead costs to a great extent. Also, their profits increased as systems were automated and the resources can be focused on increasing productivity.

- A large consumer product supplier that supplied products across major states was facing problems in catering to the customers' needs. They were unable to make the best of the demands and while increasing the quantity their quality was getting negatively affected. So they integrated RPA with their existing SAP infrastructure.

This robotic process automation allowed them to focus a major part of their workforce into creating products and marketing them rather than keeping records or managing accounts. All these manual tasks like data entry and monitoring processes were fully automated. Human interaction was only required during maintenance.

- Consumer products manufacturers were unable to make reasonable profits from the amount of sales that they were making and as a result of this their business was unable to grow. They were using all the latest business management platforms and analytics tools but nothing was of help. So, they incorporated RPA for their products and automated all major processes.

Processes that were mainly mechanical and didn't require much innovation were all automated. Not only did this increase productivity but it also made way for reduction in unwanted delays. There has been a reduction in the number of labourer's in this process of automation and that helped a lot in reducing unnecessary costs.

# RPA PROVES ADVANTAGEOUS FOR THE CONSUMER PRODUCTS INDUSTRY

- **Improve automation:** A lot of mechanical tasks can be automated and this will help in removing unwanted losses and delays. Complicated tasks like making entries or organizing data were all done automatically.
- **Improve the productivity of SAP S/4 HANA platform:** As a large amount of manual labour was automated, the workforce was now made to focus on tasks that directly affected the profitability and productivity of the company.
- **Increase profits:** Having replaced a large part of the manual labour with an automated system makes way for reducing some employees while the productivity increases. This results in an overall increase in profits.





# Consumer Product Manufacturer uses RPA to for Advanced Automation

## CASE STUDY:1

### ABOUT CUSTOMER

Our client who is involved in a consumer product manufacturing company was having a hard time in automating their services. They were shelling out a lot of resources on making the processes automated but were not able to do that effectively. So, they adopted RPA solutions to make the most out of these automated solutions. This automation resulted in increased productivity of the entire plant. As automated systems can work all round the clock non-stop, the productivity of the company also increased. Any unwanted delays and irregularities were completely removed from the system.

### PROJECT HIGHLIGHTS

- Automating mechanical processes
- Removing unwanted delays from the system
- Increasing productivity which directly leads to increased profits

### THE RESOLUTION

With the help of RPA, the company was able to reduce unwanted expenditures while increasing productivity. As most of the systems were automated, products were being delivered on a timely basis to the customers.

### KEY BENEFITS

- Improved profits

- Reduced delays and human errors form the production process
- Ability to work all day without rests

### TOP BENEFITS

- 80% of the unwanted manual tasks were automated
- Productivity increased by 35%
- Delays and human errors got reduced by 46%

### PRE-RPA STATE

- Lack of enough automation or any system to monitor the automated actions
- Costly human labour working in shifts
- Lot of errors and delays were a part of everyday tasks

### KEY CHALLENGES

- Replacing manual labourers with automated machines
- Channeling the workforce toward production-based tasks

### ACHIEVEMENTS

- Increased productivity leading to higher profits
- Reduced delays in the mechanical processes
- Improved resource management





# Consumer Products Manufacturer increased Productivity with RPA

## CASE STUDY:2

### ABOUT CUSTOMER

Our client, a consumer product manufacturer, was having a hard time in meeting the requirements of the customers. There has been a sudden rise in demand for their products and they are missing their chance of making a big profit due to operational failure. They identified the reason was the lack of workforce involved in the production process. This was solved by automating processes that could be done very easily like managing accounts and creating marketing campaigns by conducting market research with the available intelligent solutions. RPA was the main force behind this transformation that helped our client in improving productivity.

### PROJECT HIGHLIGHTS

- Increase productivity to meet the customers' requirements
- Automate processes that do not require manual labour the increased demands
- Reduce the time requirement by removing unwanted delays

### THE RESOLUTION

Using RPA, the company was able to meet the needs by providing more quantity of their products than ever before. Automation helped them in understanding the mechanical aspect of the production task and replaced them with artificial help.

### KEY BENEFITS

- Increased productivity
- Clients' needs were being met
- A lot of unwanted labour was surrendered which led to increased profits

### TOP BENEFITS

- Satisfied customers increased by 24%
- Production speed increased by 1.3 times
- Profits increased by 44%

### PRE-RPA STATE

- Lack of any proper automation
- Excessive human resource availability that increased process complexity

### KEY CHALLENGES

- Regaining the trust of the customers
- Supplying products to the waiting customer

### ACHIEVEMENTS

- Increase in profits
- Lost customer base was again regained
- Proper use of all available platforms was one



# RPA improves Profitability for Consumer Products Company

## CASE STUDY:3

### ABOUT CUSTOMER

Our client who is a consumer products manufacturer supplying to more than 35 states, was facing a problem in increasing profits for the company. The kind of work and the number of customers they were serving, the company was unable to make even half the profits that they should have made. By analyzing various insights, they realized that a major reason for reduced profits is that a large number of employees were working on things that could've been done automatically. So, the company introduced RPA tools to their existing products and they were able to make the best of these automated processes. A lot of manual workload got reduced in this process as well.

### PROJECT HIGHLIGHTS

- Improving profits for the company
- Replacing unwanted labour with automated systems

### THE RESOLUTION

The company was able to get the profit margins that they expected. Automating major parts of the production process helped in getting rid of delays and excessive costs.

### KEY BENEFITS

- The profits of the company increased

- Unwanted labour was identified and used for productive tasks
- The processes were made flawless with reduced delays

### TOP BENEFITS

- Profits increased by 36%
- 74% of the processes were fully automated
- Productivity increased by 29%

### PRE RPA-STATE

- Lot of human labour was available but they were not used efficiently
- Unnecessary delay in the production process
- Lack of proper planning for aligning the business processes

### KEY CHALLENGES

- Identifying parts and tasks that can be automated
- Assigning tasks to the employees that will help in improved productivity

### ACHIEVEMENTS

- Increased profitability of the company
- Future proofing with automated solutions
- Getting rid of unnecessary overhead costs



## CONCLUSION

Consumer products market is one such industry that is changing constantly and this calls for automated processes that will quicken the processes. This will also help in automating major processes that require human supervision and getting rid of them will reduce the company's expenditures.

These automated processes are also future proof solutions and will remain prevalent even upto a very long time. RPA will also be improving the productivity of the existing SAP business solutions that a company uses. This will allow the consumer products company to have a better understanding of their customers and they will be able to provide accordingly.

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