Robotic Process Automation (RPA) in Retail

DIGITALLY TRANSFORMING RETAIL BUSINESSES BY AUTOMATING ROUTINE OPERATIONS

Robotic Process Automation (RPA) is a tech solution that enables repeated company operations established on regulations to be automated. Unlike conventional automated processes, in which each action has to be hardcoded into the program, RPA uses artificial intelligence and machine learning to monitor operational progress.

SAP Intelligent Robotic Process Automation automates repeated mechanical operations using smart bots. As the RPA layer in the business technology platform in SAP, businesses may focus resources towards high-value procedures and tasks.

KNOW YOUR CUSTOMERS BETTER WITH RPA

- The client is one of Europe's most prestigious enterprises dealing with excellent ceramics and supplies for customers in more than 120 countries. At present, it earns about €853 million annually in income.

  To enhance performance and to reduce the time spent on repetitive activity, the customer had to operate as effectively as possible. The Client developed an automation bot for routine, low-value tasks and smart ERP operations utilizing sophisticated technologies and state-of-the-art robotics process automation. The SAP IRPA enables operational efficiency gains and enables employees to spend time on non-routine and value-added tasks

- The client is a fortune- 500 American company that produces and retails a wide array of new materials, chemical products, and fiber for daily use. They intended to strengthen their data extraction methods so that present operational holes could be eliminated. To do so, they intended to develop a method for producing effective datasheets for improved organization.

  The customer was able to decrease the execution time and remove all risks of a mistake using the intelligent RPA. It enables the customer to automatically conduct the needed action, enhance data table formation and transform the overall operations of the business.

- The client manufactures and markets polymer products. Tailored polymer products by customers enhance lives in countless ways, they boost safety on road, improve appearance or reduce the energy consumption of the building.

  The client wished to automate instances for manual and unnecessary labor to be eliminated. It would also cut operating expenses and reduce human errors. The customer realized that it was important to create a customer experiences platform to protect their position as a polymer leader. It consequently attempted to modernize billing through the provision of the right technologies and services. The RPA system solution met all its expectations.

SUPERCHARGE RETAIL BUSINESS PROCESSES AND OPERATIONS WITH SAP INTELLIGENT RPA

- **Maximize the efficiency of company operations:** Despite no formal learning, bots can understand and learn patterns This feature enables them to detect unstructured and structured datasets and autonomously take the required measures.

- **Surveillance of workflow:** Transactions occur every day in all businesses and failure to process is typical. Errors in workflow might disrupt important retail operations at a key moment. You can easily detect and repair the problem using SAP IRPA.

- **Assessment of suppliers:** Monitoring the information provided by vendors enables the procurement division to obtain best pricing. It can also ensure prompt delivery. SAP IRPA implementation may aid retail business users in exporting data, making the company error-free with real-time data.

- **Purchase order follow-up:** The business must track a purchase order. This may need the company to monitor the shipment/receipt of products several times. Adoption of SAP IRPA permits the user to immediately report all active purchases every day.

Optimizing Operational Productivity via Digital Helpers and Smart Bots

CASE STUDY:1

ABOUT CUSTOMER

The customer is one of Europe's finest companies, with a powerful legacy going back to 1748. Its quality ceramic and dinnerware blend classic style with a modern approach and innovative design for clients in 120+ countries. It currently employs over 7000+ employees worldwide and generates a revenue of over €853 million.

PROJECT HIGHLIGHTS

- Implement intelligent robotic process
- Automate minimal tasks using Smart bots
- Improve operational efficiency
- Enhance focus value-added tasks

THE RESOLUTION

The client had to make its operations as effective as the potential to improve the performance and sought to decrease hours spent on repeated activities. The client created automation bots to do regular, low-value activities and create ERP smart operations, using the latest advanced robotics process automation and artificial intelligence technology.

KEY BENEFITS

- Streamlined and accelerated workflows
- Spend more time handling critical and unique queries

- Heed to specific customer needs and demands

TOP BENEFITS

- Ten digital helpers perform fundamental automated activities in finances, purchases, and customer support
- Automate workflows flexibly and swiftly

### PRE-MIGRATION ARCHITECTURE

- Manual ticketing and customer service
- A large number of employees engaged in CRM and customer support
- Slower operational activities

KEY CHALLENGES

- Customize bots automate the needed operational activities
- Assigning employee to more critical tasks
- Training employee

ACHIEVEMENTS

- 6,000 Documentations are reviewed, categorized, and processed each year with one AI bot
- Improved operational efficiency
- More available time to devote to improving customer service processes
- Reduced employment resources
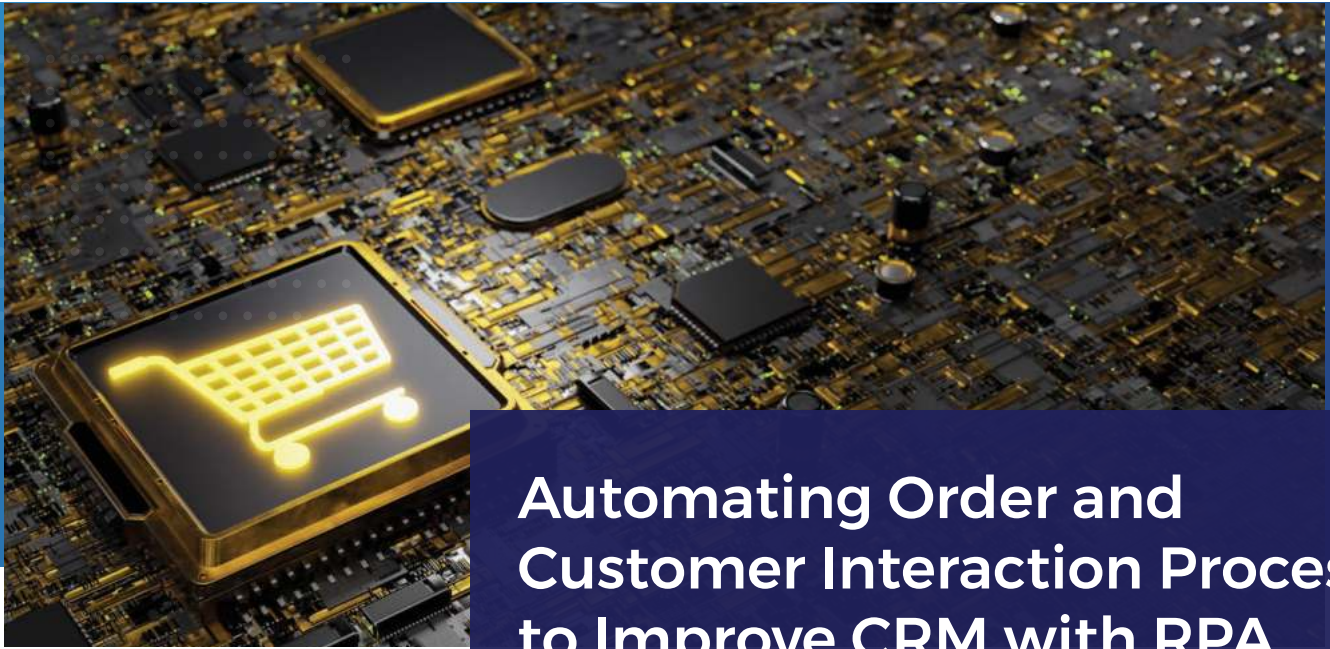
Automating Order and Customer Interaction Process to Improve CRM with RPA

CASE STUDY:2

ABOUT CUSTOMER

Customer is an American fortune- 500 business that manufactures and retails a wide range of innovative materials, chemicals, and fiber for daily applications, a worldwide specialty chemical commodity retailing industry.

PROJECT HIGHLIGHTS

- Improve Data extraction systems
- Eliminate existing gaps in operations
- Create a customized model to prepare efficient data sheets

THE RESOLUTION

The client was having several issues with its existing manual process of analyzing emails, order sheets, messages, etc., for extracting relevant data. They needed this data to build their client databases and transaction databases for conducting business processes efficiently. With SAP Intelligent RPA, the client was able to reduce the time of execution and eliminated all the chances of error in operation.

KEY BENEFITS

- Business logic based on provided predefined logic sets
- Regex-based solution for string operations
- Data filtering to extract out required details
- Business logic for each separate module

TOP BENEFITS

- Import the complete data table to excel to get the required data
- Identify the correct unique objects
- Easily read and analyze data from emails, messages, etc.
- Automation carried out for the DEV environment

PRE-MIGRATION ARCHITECTURE

- The time-consuming inefficient ticketing process
- Frequent errors in manual operations
- Read a dynamic subject-data email and extract highly precise information such as platform specifics and their address.

KEY CHALLENGES

- Determine and upgrade the proper single SAP product
- Table data extraction in the SAP program and its update process

ACHIEVEMENTS

- Implemented a configuration driven login
- Perform the required operation automatically
- Improved table data extraction

Automation Reduces Redundancies for Greater Workforce Performance

CASE STUDY:3

ABOUT CUSTOMER

The client produces and retails plastic polymer items. The Company manufactures plastic, plastic alloy, and other materials. The client trade in China is managed by the central Organization. The client's tailor-built polymer goods improve lives in innumerable ways, whether they increase road safety, improve a home's beauty or contribute to reducing the building's energy usage.

PROJECT HIGHLIGHTS

- Automate use cases
- Eliminate significant manual intervention and redundant work
- Cut down human errors in operations

THE RESOLUTION

The client relies on comprehensive materials expertise and experience in technology and production to fulfill the wide-ranging demands of their industrial customers. To safeguard their position as a polymer leader, the client realized it was necessary to provide more seamless customer experiences. It, therefore, aimed to modernize billing by providing the proper technology and services and RPA met its expectations.

KEY BENEFITS

- Making automated billing

- Create a bot to execute 3,000+ technical orders automatically
- Improved closing of orders

TOP BENEFITS

- More efficient workflow processes
- Automatically upload 1,000 financial accounts
- Eliminate or reassign staff responsible for automated processes

PRE-MIGRATION ARCHITECTURE

- Lengthy operational time
- Frequent error and gaps in operations
- Inefficient strategic planning and forecasting

KEY CHALLENGES

- Integrating Multiple existing systems
- Customizing automation codes

ACHIEVEMENTS

- First, live SAP Intelligent RPA and intelligent technologies packages in the Asia Pacific Japan region
- Providing exemplary products and services to the customers
- Easily convert four business days into a 10-minute assignment

CONCLUSION

Retailers encounter a number of issues that necessitate keeping operations as seamless and efficient as feasible.

RPA can help the retail business enhance productivity and accuracy in a variety of processes. With procedures like inventory management, invoicing and order processing, and customer service, the retail industry has plenty of RPA use cases to demonstrate the benefits of an automation system.

MAKE THE MOST OF YOUR BUSINESS TODAY

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