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Robotic Process Automation (RPA) in Wholesale Disruption

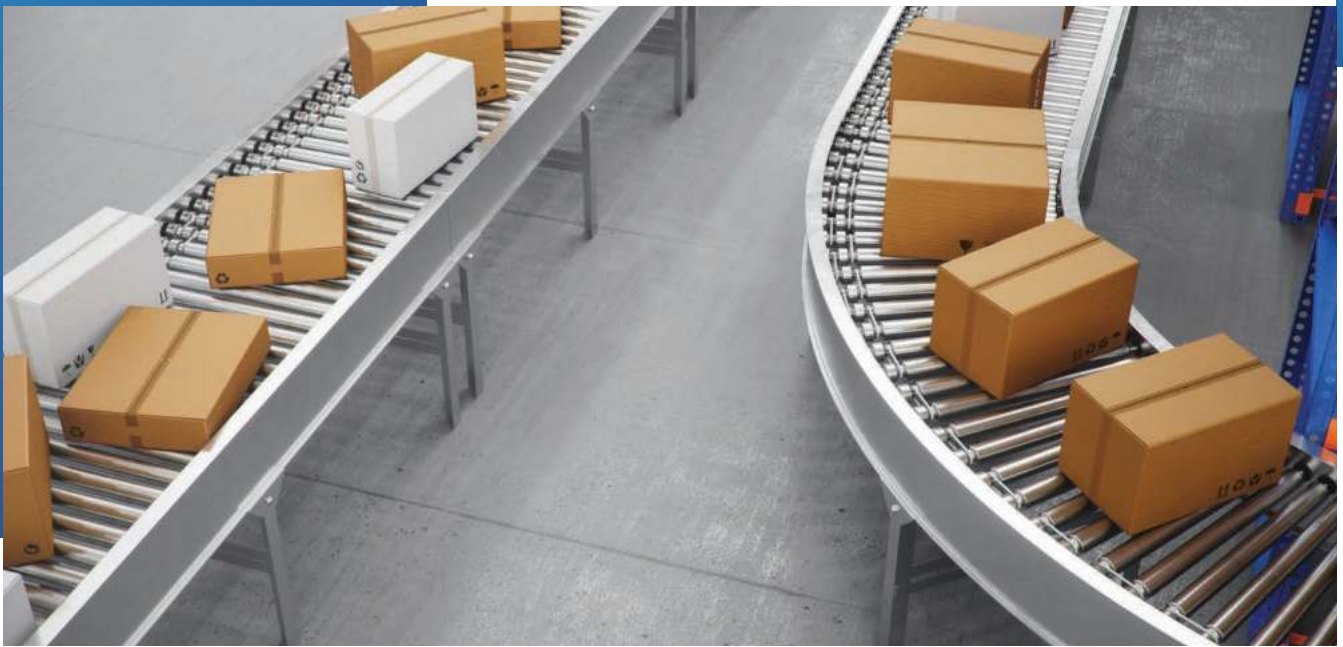
SAP IRPA DISRUPTS THE WHOLESALE DISTRIBUTION INDUSTRY

Achieving the Unachievable with SAP iRPA

The wholesale distribution industry deals with all kinds of goods. It is also one where changes are frequent. To cope up with it, companies need to come up with a flexible system. Given how people's choices and changing amidst the pandemic, it's reforming the industry in a way which many major companies are unable to catch up to.

They are losing a lot of money to quicken the processes but delivering poor service at the end. The only way to take advantage of the situation is to automate! This will reduce excessive overhead costs and automate workforce.





CASES WHERE SAP IRPA HELPED MAJOR DISTRIBUTORS

- A wholesale distribution company was unable to make the most of all the customers with what they needed and the company's profits were slowly decreasing. In this pandemic situation they were making a lot of delays in the system and were not able to cater properly. For this reason, they integrated their existing systems with SAP iRPA to automate major processes.

With the help of this automation they were able to get rid of labor that was no longer needed and the quality of services also increased. Reduction in overhead losses that were made in the form of wages were later paid to labor.

- This wholesale distribution company was unable to provide the customers with their requirements. Due to the increased demand they had to work with more quantity of goods and the service quality fell. To ensure a proper service quality while meeting all the requirements, they had to incorporate SAP iRPA with their existing business management systems.

Using this high-level automation software allowed them to make the best out of the existing infrastructure as most of the manual tasks were now automated. This further helped in eliminating unwanted delays and poor quality due to human errors in the system.

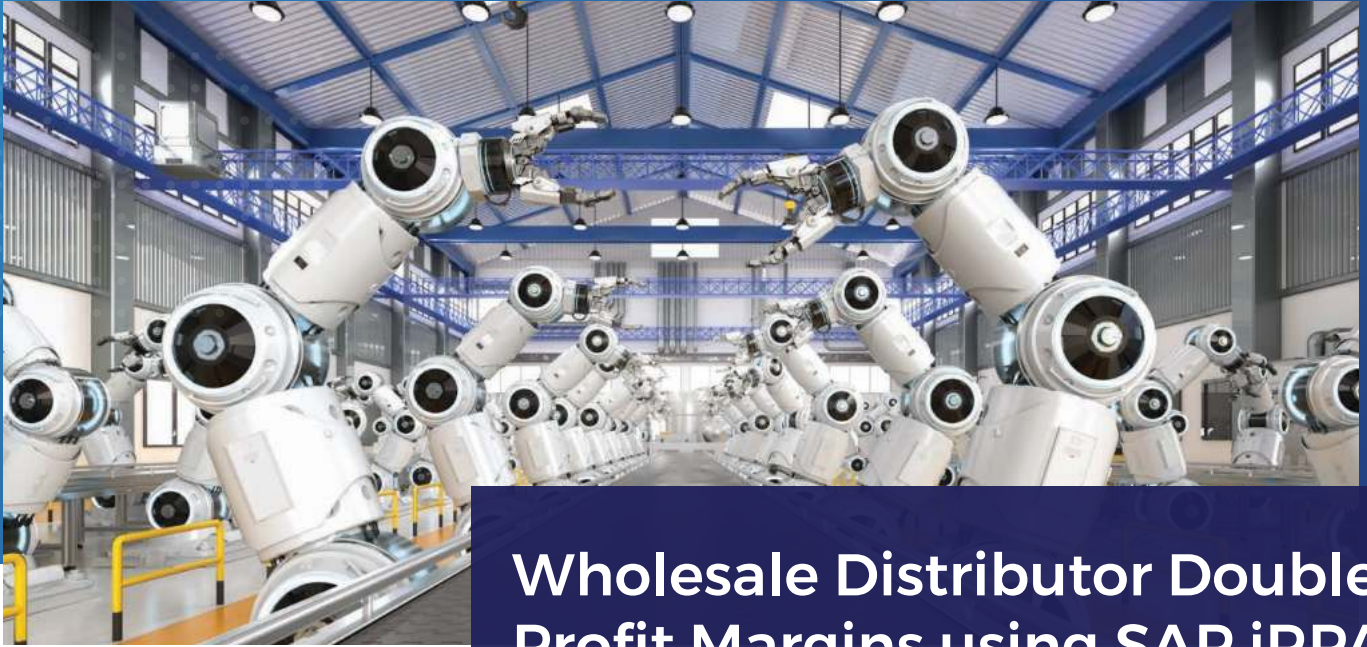
- A wholesale distribution company was not able to reach the level of efficiency that they wanted to, for this reason they started using SAP iRPA along with their existing SAP infrastructure. With this level of automation, they were able to make these processes faster than ever and there were also less errors.

As most of the workforce was devoted towards improving productivity and maintaining the level of output, it was very easy to meet all the client's requirements. This boost in efficiency also increased the profitability of the company and ensured that the automated solutions were valid for a long time.

AUTOMATED ADVANTAGES ENJOYED BY THE WHOLESALE DISTRIBUTION INDUSTRY

- **Increased profits:** SAP iRPA allows a large part of tasks to be automated and this reduces the need of the human labour that was needed earlier. This paired with increased productivity increases profits.
- **Better customer satisfaction:** As the quality of service provided by these distributors increases the customers are more satisfied with the kind of service that they are getting. And their image as a brand improves.
- **Improved efficiency:** With a large number of processes automated, there has been a significant decrease in the amount of delays and unwanted errors in the system. This has led to increased efficiency.





Wholesale Distributor Double Profit Margins using SAP iRPA

CASE STUDY:1

ABOUT CUSTOMER

Our client, a large-scale wholesale supplier, was unable to make profits with the kind of resources he had. They were using all methods necessary but were unable to get the amount of profits that they expected. Having used SAP iRPA they were able to find faults in the existing systems and automate those accordingly. Complex processes like data entry and updating systems that were earlier done manually were all automated and this reduced unwanted overhead costs which indirectly led to an increase in the profit margins. The productivity increased and the improved quality also attracted more clients than usual.

PROJECT HIGHLIGHTS

- Improve profit margins
- Automate complex processes that are currently being done manually
- Make the processes error free and seamless

THE RESOLUTION

Using SAP iRPA the company was able to improve the quality of their services. As more employees were focused on important tasks, the overall productivity increased which led to a rapid increase in profit margins.

KEY BENEFITS

- Profit margin were almost double as they were before
- More workforce was made to deal with tasks that will affect the productivity of the company
- Complex but mechanical tasks were completely automated

TOP BENEFITS

- Profits increased by 1.85 times
- Unwanted delays reduced by 59%

PRE IRPA STATE

- A lot of overhead costs and unwanted expenditures led to a decrease in profits
- The products were below standard and no particular regulation was followed

KEY CHALLENGES

- Integrating SAP iRPA to the existing systems
- Regaining the trust of the lost customers

ACHIEVEMENTS

- Improved profit margins
- Higher quality output
- Lesser error in the distribution process



Wholesale Distributor gains back their Customer Base with SAP iRPA

CASE STUDY:2

ABOUT CUSTOMER

A wholesale distribution company was trying to meet the increased demands of the customers in this pandemic situation. Trying to meet this increased demand for goods led to a fall in their service quality. They were unable to keep up with the quality that they used to provide earlier and this resulted negatively with reduction in their customer base. To improve their output quality, they started using SAP iRPA which ensured that a large part of the processes was automated. In this way a large part of the workforce could be used to improve the quality of the output and will be enough to gain back the lost customer base.

PROJECT HIGHLIGHTS

- Regain lost customer base
- Improve output quality while catering to the increased demands

THE RESOLUTION

The company was able to improve their output quality and was able to regain their customer base once again. Automation of manual processes allowed simplification of the jobs while making the distribution process faster and error free.

KEY BENEFITS

- Delivering high quality service to satisfy the increase needs of the customers
- Making the best of all the workforce that was freed by the automation of major processes
- Reduction in unwanted losses by getting rid of resources that was no longer required

TOP BENEFITS

- Productivity increased by 47%
- Sales increased by 24%
- Customer base increased by 33%

PRE RPA-STATE

- Lack of any proper automation
- Poor maintenance and monitoring facility

KEY CHALLENGES

- Regaining the trust of the customers
- Understanding the flaws in the system and addressing them properly

ACHIEVEMENTS

- Customers were satisfied with the amount of service that they were getting
- Regained customer base led to improvement of brand image



Process Efficiency Increases via SAP iRPA for Wholesale Distribution Giant

CASE STUDY:3

ABOUT CUSTOMER

This client was facing problems with reduced operational efficiency due to faults in the system. Using advanced analytical services, they were able to understand that a large part of the processes which could be automated were still being done by manual labour. Using SAP iRPA they were able to make the processes more automated and streamlined. Not only will this increase the operational speeds but they will also make the processes more simplified and will increase the productivity of the company.

PROJECT HIGHLIGHTS

- Using SAP iRPA for automating as many processes as possible
- Reducing unwanted complexities by modifying the automated systems
- Remove unwanted delays and errors from the system

THE RESOLUTION

The company was able to reach the level of operational efficiency that they were aiming at. This also helped them in having improved sales.

KEY BENEFITS

- Increase in efficiency
- Reduced unwanted costs as wages for labourers that can be replaced

- Automating processes like accounts management and data entry
- More workforce focused on increasing productivity

TOP BENEFITS

- Efficiency increased by 24%
- Productivity increased by 16%
- Sales and net profit increased by 35%

PRE RPA-STATE

- Lack of any appropriate automation system
- A lot of labour was involved in works that could be easily automated
- A lot of delays and errors crept into the system

KEY CHALLENGES

- Replacing the workforce efficiently
- Identifying the tasks that required human intervention

ACHIEVEMENTS

- Increase in productivity
- Profits margins increased as output quality was restored
- Lost customer base was regained



CONCLUSION

SAP iRPA is one of the best solutions that a wholesale distribution company can use to smoothen their tasks. There are a lot of complex tasks that have to be done in a wholesale distribution company and robotic automation is the best way to simplify these tasks.

Having a system that will be working all around the clock and deliver quality products is very important to maintain efficiency of a company. It also has the ability of replacing a large part of the employees and this will in turn reduce the overhead costs and improve profit margins for the company.

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E 701, Lotus Corporate Park, Ram Mandir Road, Western Express Highway,
Goregaon (E), Mumbai 400063



info@accely.com



www.accely.com