



Powering Digital Transformation

For a diversified power management company

ABOUT THE CUSTOMER

A multinational power management company founded in the United States and headquartered in Ireland, has annual revenues of over \$20 billion. The company has approximately 95,000 employees and operates in 175+ countries. They are a technology leader in electrical components and systems used for power management, distribution and control.

BUSINESS CONTEXT

Power Management companies are looking for digital transformation through a technology-driven support model to be future ready. They want to overcome the traditional, human-centric mode of operations to improve accuracy and efficiency. The need of the hour is a proactive and efficient way of performing the day-to-day activities to improve business assurance and prevent business process failures.

THE OPPORTUNITY

Be Future Ready by eliminating manual operations and high dependence on human experts

The company delivers sustainable power management solutions to help customers manage electrical, hydraulic and mechanical power safely and efficiently in aerospace, utilities, healthcare, and other sectors. Manual operations and huge dependence on experts to perform certain tasks were the major roadblocks. The problem with manual operations was the risk of human errors. The company understood these problems and was looking to counter them by incorporating AI and automation into its IT business operations and be future ready. Listed below are some of the challenges the company faced:

01

Cost center management - Creation of a new cost center requires a manual request to be raised in the SAP system. Manual operation of the system resulted in a resolution time of approximately 15 days.

02

Commodity code availability - Manual classification of goods for import/export was time consuming and caused delays for the sales and tax department to receive commodity codes.

03

Large demand planning cycle - Large demand planning cycle created huge gaps between the trading partners and cost centers for timely delivery and sales of products.

04

Lead time to create sales office - Manual entry of sales in the SAP system resulted in a high lead time in the creation of sales office.

THE SOLUTION

- ignio™ AI.ERPOps provided the company with intelligent execution of core business transactions by automating IT activities across business functions, including finance and control, procurement and real-time consolidation.
- 43+ Service Request management use cases are deployed with more being added continuously. From the varied catalog of use cases that ignio provides out-of-the-box, for this customer, 60% of them were used directly while others were either customized or extended to fit in the customer's environment and solve their issues.
- ignio helped reduce the demand planning cycle and eased out their end operations by fulfilling trading partner or cost center creation requirements quickly. With intelligent automation, the lead time to create a new cost center is reduced from 15 days to 3-4 days. ignio drastically reduced the efforts and MTTR for activities such as making the commodity code available and creating the sales office.

Here are two examples of custom cases

- **Factory calendar automation** - For manufacturing industries with multiple set-ups across the globe, factory calendar is a crucial activity in which holidays are managed and is traditionally handled by a full-time equivalent (FTE). For this power management company, ignio's capabilities are extended to automate this process, eliminate the need of an FTE and streamline the process across geographies.
- **Multi-language maintenance** - Local language support is key to user experience while managing global demand and supply for the products and services. ignio is handling the multi-language maintenance of product descriptions in 28 different languages activated by SAP for the company.

ignio BENEFITS

- 60% Reduction in mean-time-to-resolution (MTTR)
- 100% Automation on manual checks, thus huge effort reduction
- 7000 Tickets automated per year. Equals to saving of 3600 human hours
- 80% Decrease in lead time to create new cost centers

KEY VALUES DELIVERED

The company is realizing value across business functions through quick management and improved IT health visibility for business using dashboards that results in reduced change management efforts.

They also managed to **reduce MTTR** and **enhance customer experience** by improving the availability of commodity quote under Quote-to-Cash (QTC) and reducing the demand cycle significantly for Procure-to-Pay (PTP), as well as automating the end-to-end workflow for service requests.

The company also added agility to the business process with ignio automating the monotonous tasks that have high lead time, thus freeing human resources to handle strategically important tasks.