

Case Study 1: Invoice Processing in SAP



Business Problem

- A leading FMCG enterprise was receiving increasing number of invoices everyday with **varying formats** from hundreds of vendors.
- The existing process involved **manual data extraction** and entry to SAP, making it repetitive, tedious, prone to **error** and led to **revenue leakage**.
- Additionally, handling exceptions on case-by-case basis led to **an increased average handling time**.
- This slowed down the overall invoice processing and payment process.



Results

- Holmes® Propel reduced the invoice processing errors & allowed employees to focus on higher value added activities



Holmes Propel Approach

- Holmes analysed the complexity of the process and implemented an **intelligent RPA** solution, to **automate** the **end-to-end business process** of invoice processing in SAP.
- With the power of Holmes **Intelligent OCR** technology and **natural language processing** capabilities, Intelligent Process Automation extracted structured data from unstructured invoices.
- The RPA processed the invoices to the company's ERP system, **eliminating human intervention** in the process

40%

Reduction in back-office costs by reducing manual effort

75%

Reduced cycle times and improved communication thereby reducing customer complaints and increasing vendor satisfaction

Case Study 2: User Access Management



Business Problem

- A biopharmaceutical industry leader was facing difficulty with **User access management requests**. The requests were processed manually by L1 team, and were **error prone**.
- Meeting SLAs was becoming challenging as request submissions were bulking.
- Involvement of **multiple stakeholders** in the request fulfilment led to **excessive MTTR** time. The **high turnaround time** negatively impacted business user's experience and overall enterprise operations.



Results

Zero downtime of bots deployed in production & Bot efficiency till date has been 100%.

Bot governance is enabled via Bot Govern which is providing automated reports of success & failures



Holmes Propel Approach

Holmes® Propel implemented intelligent RPA bots, to automate the **end-to-end UAM** requests handling process and successfully implemented the following usecases:

1. Offboarding Use Cases –
 - Remove MFA for the devices
 - Revoke the user certificate
2. UAM Use Cases -
 - Workday Use Case
 - Security Group Use Case
3. SRM Use Cases –
 - Software Installation
 - Ticket Assignment

45% faster request execution time across three use cases deployed.

800 Hours of manual efforts saved every month by 5 Bots overall.

>99% Accuracy achieved in closures & tickets resolved within 4 days of ticket arrival time.



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