Procure-to-Pay Process Automation with Nividous RPA Bots Allowed for Reduced Paperwork by 90%

NIVIDOUS

Organization

This customer is a leading telecommunication company delivering large-scale telecommunications infrastructures, technology development, and licensing services. The customer is also among the world's largest network equipment manufacturers.

Challenges

The process for site procurement and vendor payment was highly manual, time-intensive, and error-prone. The customer uses SAP for its site procurement process that required users to manually generate and update various information related to

- site allotment to vendors, approval or changes to the allocation, purchase order creation, getting status updates of jobs, collecting progress reports, and managing invoicing.

SAP lacked a standardized format to store such data. Both the internal users and external parties had to navigate through multiple discrete systems to access information. The users had limited visibility into critical operations due to an Inefficient process flow.

Solution

Nividous first standardized the end-to-end process within the SAP system to enable enhanced process visibility. Further, a set of RPA eligible operations were automated to eliminate manual work and third-party access to the legacy system. The process is now 100% secure and error-free.

Nividous RPA Bots performed outlook, excel, and web automation to reduce the average process handling time to 35%.

Automated Purchase Processing:

- RPA Bot sends notification and processes vendor quotations from an email response
    - Reduced human errors and delays for timely decisions of vendor selection
- Purchase Requests grouped by items, delivery region, and vendor suppliers to improve efficiency and save cost

Automated Purchase Order Generation:

- RPA Bot updates Purchase Order line items in SAP without manual intervention
- Fulfillment notes in email response as MS Excel attachment are captured and updated to BPM by the RPA Bot

Payment Processing:

- RPA Bot receives invoices, extracts information, and updates BPM for payment processing
    - Performance Dashboard for insights
    - Improved efficiency for the approval process
    - Suppliers have enhanced visibility into order and payment status

Benefits

35%
Reduction in PR/PO cycle

90%
Reduction in paperwork

360°
Information view

For more information on how telecom organizations use Nividous platform visit: https://nividous.com/case-studies#telecom