

A Leading Automotive Company Automates Processing of Exchange Bonus Claims Using Nividous Smart Bots

Organization

This leading automotive company has the philosophy to create lasting relationships with customers, satisfy and motivate employees, and have healthy relationships with all partners. The company has a customer-centric approach and conducts business with the highest level of ethics.

Challenges

The process of field sales representatives claiming their bonus for selling a car when there is a trade-in was manual and time-intensive. The sales-reps had to submit several documents such as driver license, car registration, car invoice, and insurance certificate as proof for the car sale transaction. The back-office team would receive these documents via email for verification and approval. These manual steps caused multiple challenges:

- 🕒 The manual data extraction from all of the documents was highly time-intensive.
- 🔄 There were several interactions required between sales-reps and reviewers for missing documents and incorrect data.
- 🔍 Over 30% of bonus approval cases still required auditing to remove human errors.
- 📄 The verified data was manually entered into a document management system.
- ⌚ Manual intervention at multiple stages led to an inability to meet service-level agreements.

Processes automated

🔗 Exchange bonus claim

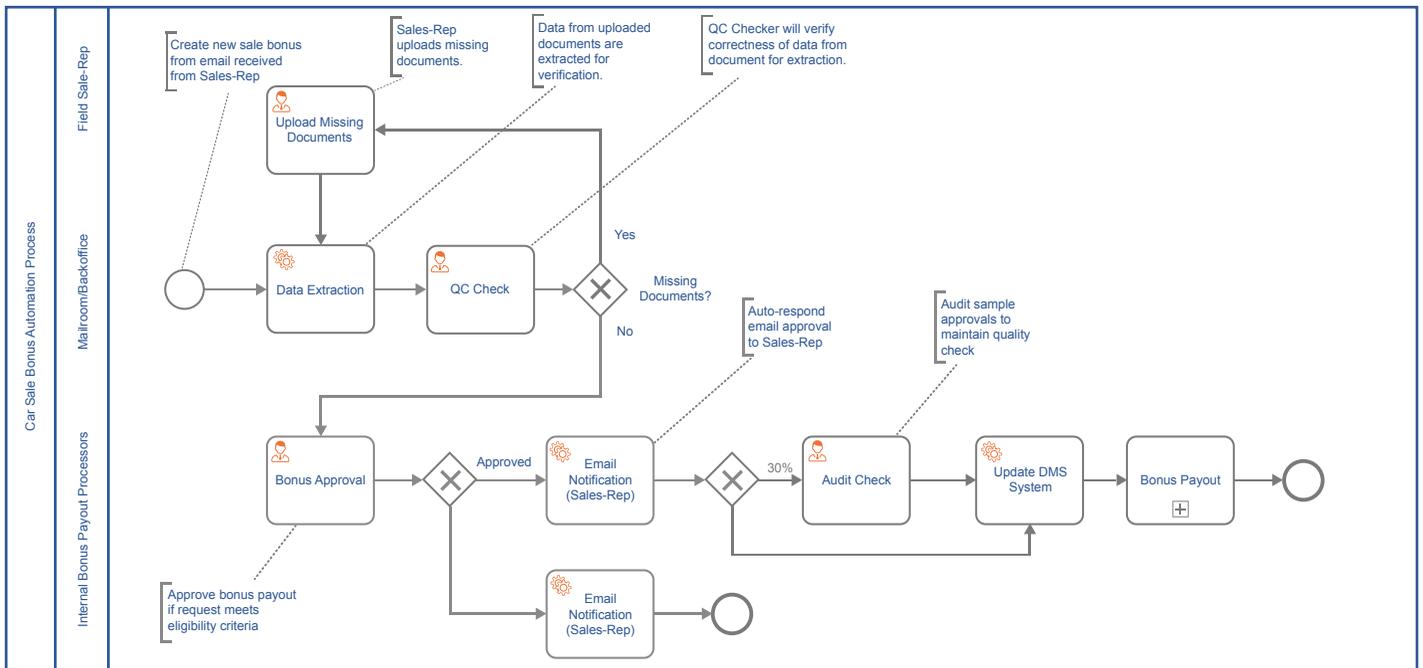
Industry

Automotive

We have been able to eliminate almost 90% of our manual efforts for the exchange bonus claim process with the help of the Nividous platform's Hyperautomation capabilities. The process is now streamlined and automated end-to-end freeing up our knowledge workers to focus on more productive tasks.

Deputy Manager
A leading automotive company

As-is Process

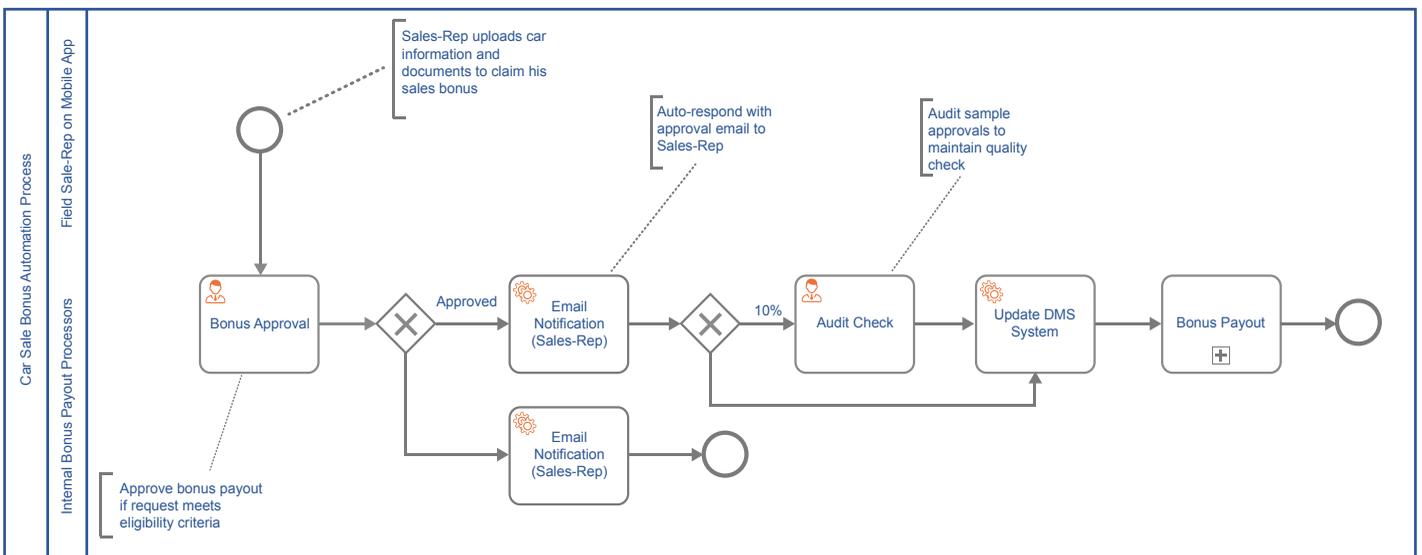


Solution

Nividous Smart Bots-enabled on-device data extraction and auto-approval through an integrated workflow allowed the customer to streamline the process and automate most of the manual operations.

- 🕒 The sales-reps collect all the required documents in the field on their mobile device; the Bots with computer vision-based OCR capabilities accurately capture required data from a range of documents and images, and autofill the data in a mobile app-based form.
- 🕒 The sales-reps can make corrections and verify the extracted data in real-time.
- 🕒 The verified data and respective submitted documents are presented in a centralized and intuitive interface for reviewers to either approve or reject the claim.
- 🕒 Reviewers can track the progress through a live workflow that is natively embedded in the platform and also get notified of new requests.
- 🕒 Automated emails are triggered to sales-reps notifying them of an approval or a rejection.
- 🕒 10% (configurable) of approved bonus payouts are manually checked for auditing purposes.
- 🕒 Approved data is entered by the Bot into a document management system and processed for bonus payout.
- 🕒 Detailed insights are available through intuitive dashboards with slice and dice reporting for improving system efficiency and the business process.

Optimized Process



Benefits



Reduction in errors



Elimination of manual efforts



Improved TAT

For more information on Nividous' Hyperautomation platform visit <https://nividous.com/hyperautomation/>

About Nividous Platform

Nividous is one of the very few platforms that offer key Hyperautomation capabilities out of the box. RPA, Business Process Management and Artificial Intelligence, the key components of Hyperautomation have been developed natively within the platform. This combination of technologies allows for very sophisticated processes to be automated to free human workers from repetitive, mundane tasks.

About Nividous

Nividous helps you to unleash the true potential of your workforce by humanizing work with its Hyperautomation platform. Leveraging its tremendous domain expertise, the Nividous team offers vertical solutions that are RPA and AI-enabled and built on configurable process automation capabilities to empower businesses to operate with flexibility and agility. Nividous also offers end-to-end professional services allowing organizations to work at their peak efficiency with rapid ROI and lowest TCO.

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