Nividous platform enables high-tech manufacturer to succeed with back-office automation

NIVIDOUS

Organization

The mission of this high-tech manufacturer is to deliver world-class products that can revolutionize the way people leverage the combination of virtual and physical worlds.

Challenges

With rapid growth and fierce competition, the customer needed to accelerate time-to-market. High skilled employees spent a considerable amount of time performing manual processes across multiple systems. Job requisitions, purchase orders, contract compliance, invoice reconciliations, and customer requests were incredibly time consuming, and created negative impact on the success of a product launch.

- Creation of an approved job requisition was done using multiple cloud-based applications which lacked integration capabilities.
  - Lack of end-to-end process visibility
  - Extensive redundant verifications within each system
  - Up to 30-day delay in recruitment process
  - Shortage of the correct resources created bottlenecks for product launch
- The admin staff daily generated status reports for hundreds of purchase orders, and manually validated order details against customer contracts which required accessing multiple applications, including emails, SAP and Ariba
- Invoice reconciliation by purchase order was done manually in SAP
- Tracking shipment status required login into third party courier website
- Disconnected systems caused frequent back and forth and significant productivity loss
- High risk of manual errors for very critical business processes

Solution

The team automated more than 20 business processes using Nividous platform to streamline back-office operations related to administrative, human resource, accounts, and purchase department.

- RPA Bots were deployed within 10 days to automate job requisition process. The automation has enabled savings of more than $90k annually and reduced processing time to exceed expectations
- The Bots were trained to fetch purchase order requests from SAP, perform queries in third party websites, obtain history, associated documents, generate a consolidated report, and to distribute information via email to supervisors
- End-to-end automation of invoice reconciliation and shipment tracking processes
- Rich reports with complete audit details on each automation to improve control

Processes automated

- **Hire-to-retire**
- **Purchase order request management**
- **Invoice reconciliation and shipment tracking**
- Contract management
- Regulatory compliance
- Customer care escalation

Industry

Manufacturing

> We have seen tremendous success with Nividous platform. Nividous RPA Bots automate more than 20 processes across different departments that are highly manual and time-intensive, enabling greater process efficiency, end-to-end visibility, and faster turn-around time.
>
> Business Optimisation & Transformation Leader
> *A Leading High-tech Manufacturer*

Benefits

>$90K
Saved annually

40%
Reduction in operational cost

60%
Accelerated process completion time

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