eClerx ROBOWORX

Case study

B2B COMPUTER PRODUCTS COMPANY

Customized Roboworx implementation simplified the burdensome task of keeping product portfolio updated, relevant and agile for incoming orders.

Industry **Computers & Electronics**	Process automated **Product Portfolio Management**

The Client

This well-known supplier of computer systems, related products and services helps large organizations manage their IT infrastructure needs. It sells these solutions to customers through sales representatives, telephone-based sales as well as online channels. Since it is a product company, maintaining information about each product in its portfolio is critical to its business operations and bottomline.

The Client Partnership

eClerx has worked with this client on several high-value projects since the early 2000s. Our reputation for client-focused operations, process quality and quick turn-around time prompted the client to approach us for a solution to their problematic Product Portfolio Management process.

The Problem

The company maintains product chassis order code information and implements them if they are found to be missing for a particular chassis. Manually managing the entire cycle of maintaining and verifying order codes and implementing missing order codes is a cumbersome, time-consuming task. This process becomes even more complicated as more products are added to the portfolio, especially if these products are compatible with – and therefore linked with – multiple chassis. These issues resulted in delayed order fulfillment and in some cases, implementation failure, severely limiting the client's ability to consistently meet Service Level Agreements (SLA).

The Solution

The business was under pressure to find a solution to these problems. eClerx, after gaining a thorough understanding of the issues and the downstream business impact, rolled out Roboworx, a customizable RPA solution. We identified and implemented relevant business rules and designed bots that would automatically identify missing order codes and assign them to relevant chassis. The mapping of chassis to products (in many cases – one chassis to many products) was also done automatically and without errors as soon as the bots were released for operation. The solution was designed to work within the current process for easy adoption, deployment and use.

The Process

1. READ DATA

Roboworx reads inputs from the client's product database

2. PICK UP ORDER CODE

Based on the chassis/product, Roboworx picks up the order code and identifies the options that need to be modified

3. ADD/REMOVE

As per requirement, Roboworx performs add or remove operation to update order code

The Result

This human-robot partnership increased process efficiency and resource productivity, and also decreased costs. Equally important, Roboworx eliminated the possibility of errors in identifying, implementing and maintaining order code by product/chassis. As a result, the client was able to fulfill more orders and meet its SLAs. These outcomes had a massively positive impact on its customer satisfaction rates as well as its bottomline.

960
Monthly human hours saved

6
FTEs saved

0%
Error rate

Other benefits

- Improved order fulfillment rates and customer satisfaction

- Process standardization improved output quality and speed

- Reduced execution time increased resource productivity