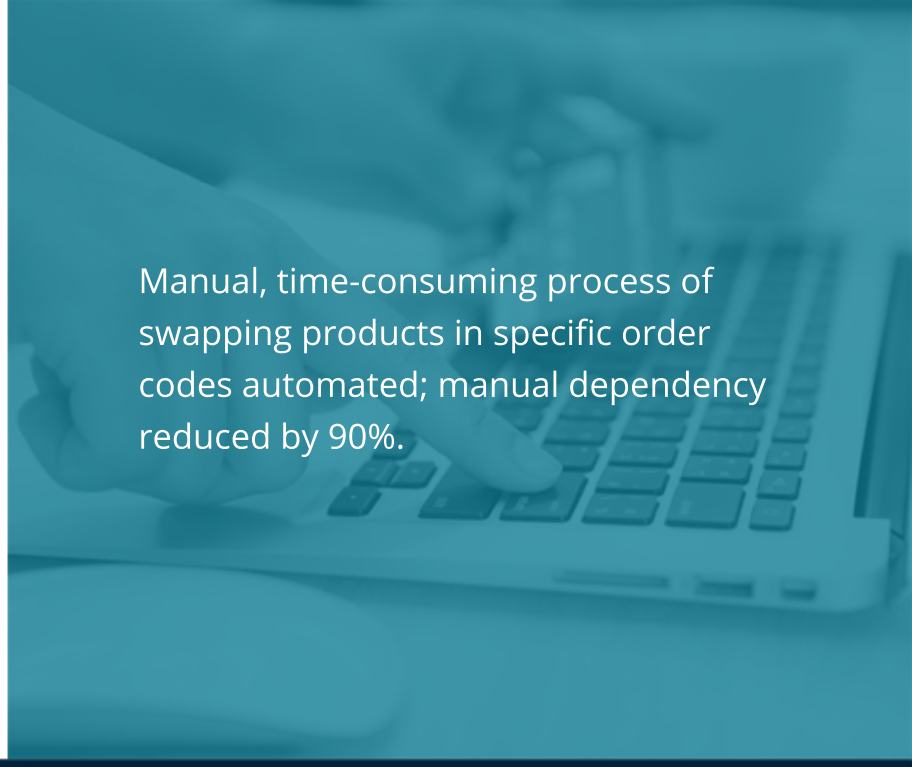
eClerx ROBOWORX

Case study

GLOBAL COMPUTER TECHNOLOGY PROVIDER



Manual, time-consuming process of swapping products in specific order codes automated; manual dependency reduced by 90%.

Industry	Process automated
Computer Technology	**Product Operations**

The Client

The client operates in dozens of countries all over the world; developing, selling & repairing computers and related products & services. It supports both retail & organizational clients and is well-known for its product quality, marketing initiatives and customer service. The company started as a computer manufacturer and reseller but over the years, it has expanded its product portfolio to include many other products like servers, storage devices, networking devices, software, peripherals, etc.

The Client Partnership

The eClerx client product team is a critical element of the client's Global Offer Product Operations division. Our work primarily involves swapping packages in specific or all order codes placed in their Data Maintenance Application tool. The request is received on the centralized request management system. It usually contains details such as country, brand, product family and product details for which the package is to be swapped. This is an important process for the client since its performance determines its ability to meet their customer's needs and keep them satisfied.

The Problem

The end-to-end process to execute swap requests involves several critical steps that must be completed quickly and in the correct order. Human errors are a very real risk along with processing delays. Furthermore, the request volume is seasonal and therefore highly variable, making it difficult and costly to deploy dedicated resources year-round. Moreover, the tasks are linked to regional level promotions and require instantaneous processing, which means that resources operate in different geographies and time zones. Overall, this increases the process complexity as well as costs.

The Solution

The Robotic team at eClerx studied the entire process and its downstream impact. Based on our analysis, we designed and implemented an automated Roboworx solution. The application works within the client's Citrix environment and reads inputs from the input file (placed on a shared folder within the IPSA environment). The number of iterations are determined based on the country and a unique combination of values under columns like Brand, Family, Chassis, Package Type, Source Package and Replacement Package. Once the order codes have been selected and checked, the process to replace all packages is initiated. Finally, Roboworx generates an output file which contains the specific message that is then displayed on the DMA tool.

The Result

Roboworx automated 95% of the process' business rules and checkpoints. Post implementation, the process speed, accuracy and efficiency increased. This optimized human-robot partnership reducing manual dependency by a massive 90%, which increased resource productivity and also decreased business costs. Equally important, Roboworx was able to deliver all these advantages in a non-invasive manner, making it easy to adopt and incorporate into the process for the long term.

90%
Human effort saved

2.5
FTEs saved

95%
Checkpoints automated

Other benefits

- Process standardization improved output quality and speed
- Better utilization of machines and resources across different time zones
- Unchanged process execution prevented disruptions or downtime