

Case study

US-BASED TECHNOLOGY PIONEER

Automation of project support and tracking process to accommodate increased project volumes, demanding customer requests and tight timelines.

Industry

Computer Hardware/Software

Process automated

Project Support & Tracking

The Client

Started in 1984 by a university student, this company has since risen to become a giant in the computer hardware/software industry. Since 1996, it has sold equipment like computers, servers, networking devices, software and peripherals both offline and online. In fact, it is one of the pioneers of eCommerce and continues to expand its product and business portfolio.

The Client Partnership

eClerx supports the client with its Project Support & Tracking process, a critical element in its order fulfillment and customer support endeavors. The goal is to update customer details, project owner and other data-sensitive fields in the client's Data Management Tool (DMT) quickly, accurately and in near real-time. Our operations team does the research for customer details using the client's internal tools such as Gii and Delta. Once this information is available, fields are updated under multiple tabs in the DMT. The eClerx support responsibilities range from operations and data management, to process analysis and consultative inputs.



The Problem

The current process for tracking and maintaining project details involves a lot of research along with manual efforts to update the various fields in the DMT. This consumes a lot of man hours which can be better utilized for other, more strategic activities to boost the company's bottomline. Furthermore, it lengthens the turnaround time of deliverables which then has a negative impact on downstream activities and customer service outcomes. As volumes increase, these tasks become even more difficult and additional staff are hired to meet the time and quality sensitive operational SLAs. Ultimately, these challenges affect multiple aspects of the process, including time, output quality, cost and customer satisfaction.



The Solution

After a detailed study of the current process steps, dependencies and challenges, the eClerx Roboworx team proposed a Roboworx solution that would merge automation and human input in an optimal, productivity-boosting way. The solution was designed, planned and executed in such a way that it addressed the key process challenges and time-consuming steps through automated, rules-based bots. Starting with project allocation, Roboworx identifies negative values in the quantity/item list. It validates all other projects which are on hold (backlogs) and have non-negative values. By applying business rules (defined by client and refined by eClerx Roboworx team), Roboworx automatically updates the fields, but only after ensuring that quality checkpoints are verified.



The Result

After implementation of Roboworx, the Project Support & Tracking process reduced manual dependency by 75%. It also automated about 95% of business rules and checkpoints. Because manual work was replaced by automation to such a great extent, the process became faster and more accurate. It also increased resource efficiency and productivity, and brought down the overall error rate and financial cost of the entire process. The solution is completely non-invasive and can run 24x7. This makes adoption seamless and disruption-free, with a very high RoI.



75%

Human effort saved



7

FTEs saved



95%

Checkpoints automated