

A FRENCH MULTINATIONAL FOOD-PRODUCTS CORPORATION IMPLEMENTS RPA TECHNOLOGIES

TO ADDRESS ERP MIGRATION FUNCTIONALITY GAPS

CUSTOMER PROFILE

HQ
Paris, France

INDUSTRY
Food processing

EMPLOYEES
105,783

ITC SERVICES
RPA Services

APPLICATIONS & TECHNOLOGIES

Oracle EBS
SAP
UiPath

INTRODUCTION

Our client is a world-leading food company that offers essential dairy and plant-based products, early life nutrition, medical nutrition, and waters. The client was in the midst of an ERP migration. This meant facing the risk in losing functionality from this migration particularly in the department in Finance. They turned to ITC for their expertise, and we were able to consult them through RPA to address the challenges they were facing and maximize the functionalities.

CHALLENGES

- Our team needed to adapt to the ongoing ERP migration and integrate it with our RPA services component.
- Due to the low budget allocated for this project, we had to plan and set the minimum scalable infrastructure to meet the project goals.

SOLUTIONS

- Performed a detailed RPA Assessment that identified all the functionality gaps in processes at the moment.
- Developed framework to identify the processes in waves to get the maximum ROI from automation.
- From the ten gaps identified, two processes were selected as the first wave of process candidates for automation: Aging processing and Invoice processing.
- Analyzed and established the infrastructure required to support the entire automation journey.

RESULTS

- Free up humans on repetitive and non-motivating tasks.
- Improve accuracy on the processes to 90%.
- Automate 95% tasks on invoice processing and Aging process.
- Brought out real time visibility in AR aging information, that was previously only available once per month.

ITC ADVANTAGE

- Proven Expertise in ERP systems, particularly Oracle EBS
- UiPath Developer Advanced Certified team of experts.
- Strong partnership with UiPath