

Global Conglomerate Moves beyond Guessing and Proves RPA Value with Bot Insight



PROFILE ORGANIZATION

A Fortune 100 multinational conglomerate with more than 130,000 employees, this U.S.-based company designs and manufactures a broad range of commercial and consumer products, and aerospace systems—along with accompanying engineering services—for a wide variety of customers from private consumers to major corporations and governments.

CHALLENGE

RPA was well established at this company. A true RPA pioneer, the company had automated almost 140 separate processes in 11 different business functions, creating six RPA delivery centers and two centers of excellence (COEs) along the way. The firm was so thrilled with RPA that it had identified more than 500 further opportunities to automate worldwide.

But although they felt it was gaining value, and a general sense that productivity had improved, it had no hard proof. With no visibility into RPA-related activities, it couldn't track metrics that quantified how the bots were contributing to the firm's success.

SOLUTION

The company knew it needed some way to apply advanced analytics to all the data the bots were collecting every minute they operated. But integrating a third-party analytics package into its RPA operations would have been time-consuming—and costly—not to mention taken months to achieve.

Bot Insight™ from Automation Anywhere® was the answer. The advanced analytics solution came integrated with Automation Anywhere RPA Enterprise and delivered real-time insight into both operational issues—how well and how efficiently bots were running—as well as business value, such as the ROI of a particular RPA initiative.

BENEFITS

230^K

Hours work automated

24x7

Operations of key business functions

95%

Bots efficiency

Processes Automated

- Accounts payable
- Cash forecasting
- HR
- Procurement
- Data management
- Customer services
- IT
- Tax
- Real Estate

Industry

Technology Manufacturer

"Embedded analytics were the key to saving us a considerable amount of money and time since no complex and expensive integration was needed."

— Senior Director
Global Finance Center

STORY DETAILS

The company intuitively felt that its RPA initiatives were going well. Employees provided anecdotal evidence through their stories of how they were getting more done, with less rework required because of reduced errors. Employee satisfaction was up. Cash flow was easing. Operating costs overall were declining. But were these improvements due to the bots, or to something else? The firm wanted to know before it followed through on ambitious plans to scale RPA globally throughout its worldwide operations.

There were three aspects of RPA that the company wished to measure.

1. The health and performance of the bots themselves. What was the operational uptime of each bot? How many crashes? How efficient were the bots being? Without knowing these metrics, RPA skills could not be honed.
2. Improvements to the business due to RPA. How many invoices could the firm now process per hour? What were the inventory turns per month? Why not analyze all this data to find ways to enhance business operations?
3. The ROI of RPA investments. The company wanted to know how RPA was impacting its bottom line. How much money was it saving by automating certain processes? By reducing employee turnover? How much cash was freed up by a more efficient order-to-cash process? All these questions could only be answered by manual calculations at great expense of time and money.

Once Bot Insight was implemented, the firm was able to create custom dashboards in just days that answered these questions, reduced costs dramatically, and increased revenues to directly and positively enhance the company's bottom line.

THE FUTURE

Now that the firm knows precisely, in real-time, how its bots are doing, and how well its automated processes are running, they feel confident proceeding with its global RPA expansion. Not only do they now have bot-benchmarks that allow it to judge how well bots are performing, they can directly tie those metrics to business performance, allowing the company to make strategic decisions about the best way to apply RPA technology going forward.

"Without Bot Insight, we'd just be guessing how bots were contributing to our bottom line. Now we know—up to the minute."

— **Senior Director**
Global Finance Center

About Automation Anywhere

Automation Anywhere empowers people whose ideas, thought and focus make the companies they work for great. We deliver the world's most sophisticated Digital Workforce platform making work more human by automating business processes and liberating people.

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