

Cognitbotz Report 2023

How Process Automation Benefitted our Manufacturing Businesses clients



Contents

Page 1. **Introduction**

Page 2. **RPA Use Cases in Manufacturing**

Page 4. **Benefits of RPA in Manufacturing**

Facilitates Digital Transformation

Helps Automate Business Operations

Streamlines the Supply Chain

Enables Customer Engagement

Empowers Employees

Lowers Operating Costs

Provides for Better Reporting

Page 12. **Conclusion**

Introduction

Manufacturing companies are embracing robotic process automation (RPA). As RPA technology moves past the excitement of proofs of concept (PoCs) and the desire to “do something with RPA,” more mature use cases are emerging. As business users already witnessed the ROI, RPA has the potential to be transformative in manufacturing. Benefits run the gamut from the automation of operations, streamlining the supply chain, to improving customer engagement. RPA can help lower operating costs. Employee engagement can also benefit from RPA, as can reporting capabilities.

NOTE: Except where noted, the companies referenced in this paper are manufacturing businesses with more than 1,000 employees.

RPA Use Cases in Manufacturing

Manufacturing businesses are putting RPA to work in a variety of use cases. For example, **Infineon**, a manufacturing company from Penang, Malaysia, employs RPA in automating the Ticketing management software which “helps in managing the tickets in assigning to the respective departments available engineers to resolve the Tickets. As Infineon IT manager explained, “Bot helped the Business users in addressing huge numbers of Tickets to the available engineers without missing SLA s, then it knows who is assigned what tasks, it recognizes the follow-ups, and it knows the summary of the discussion of the ticket and creates the logs for the history audit.”

From there, an RPA bot consumes all the relevant information from ticket history. It goes into UiPath Orchestrator, logs all these activities that are picked up by unattended bots down- stream, triggering necessary processes.

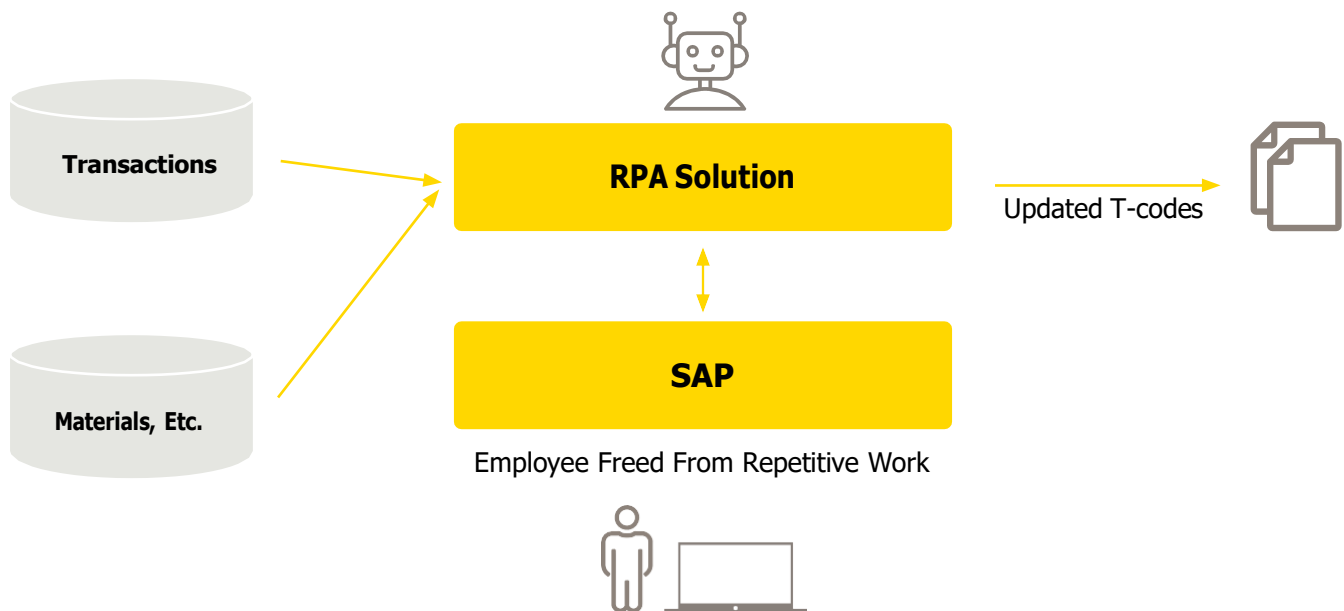


**On-time Ticket
addressing and
Customer
Satisfaction**

For a Robotics Engineer at Plexus Industry, RPA enables cost-effective implementation of numerous small process automation projects. One use case involves interactions between SAP, Excel, and an internal application. SAP also figures into the use case discussed by an Automation Consultant. He uses unattended bots to update T-codes in SAP based on transaction data, material numbers and other information. The bot updates registries accordingly. The bot can then perform operations across multiple T-codes and export the results to Excel. Figure 1 depicts this workflow.

Accounts payable and accounts receivable are the RPA focus areas in any manufacturing company. a manufacturer in Penang, is using RPA. "At this company, we automated everything, including the ERP. 90% of their use case is automating SAP and the bonus software."

Figure 1 - RPA automatically processes T-codes from SAP and places them in a spreadsheet.



Benefits of RPA in Manufacturing

All the business users are finding that RPA delivers a range of benefits to manufacturing businesses. These include helping with digital transformation initiatives and increasing process automation in operations. Manufacturers can use RPA to streamline their supply chains and engage more successfully with customers, among other benefits.

Facilitated Digital Transformation

Manufacturing companies, like many other businesses, are reinventing themselves through digital transformation. They're leveraging the power of digital technology to change the ways they relate to customers and partners. RPA can play a role in this process. RPA has helped many Manufacturing Organizations to both speed up and reduce the cost of digital transformation. Compared to traditional [process] automation approaches, it's been a lot quicker and less costly to implement."

Helped Automate Business Operations



Reduces Human Error

Automating business operations leads to greater employee productivity and lower operating costs. RPA can help manufacturers do more with process automation.

Avoiding errors was the goal for an RPA Financial Systems Analyst. "Sometimes if you are doing the same task, again and again, we do make mistakes. Automating those tasks removes that human error. Also, with those types of tasks, a human gets annoyed very, very soon if they keep doing one thing again and again. With the help of robots, we can fix it."

Streamlines the Supply Chain

Supply chain management, along with getting on top of vendors and procurement in manufacturing, are critical to on time delivery and customer satisfaction. RPA can provide much needed assistance. **SHV Energy** is using RPA for invoice automation, a key workflow in supply chain management. We are running 2 bots, primarily dealing with invoice automation from their suppliers.

IT Manager explained how RPA Technology has helped to reduce human error through the automation of the company's accounts payable process, another supply chain work-load. He added, "Now, some of our suppliers may offer discounts and stuff like that. So, it's reduced the time for us to get things into the system. We've got increased visibility, and we've reduced the number of people working on this process, ultimately meaning cost savings as well."



Lowens Operating Costs

Manufacturers benefit from RPA's ability to lower operating costs. RPA has saved costs for our customer's company.

"We have been able to implement a lot of little projects. That is one of the reasons that it is cost-effective. In addition to the affordable price, it just takes a few days to develop solutions for these projects. In India, a developer costs about 16,000 rupees per day. Using RPA tools, all our projects have been done in 30 days. If we tried to do these little projects in another technology, they would be more costly because they would be more time-consuming."



**Reduces
Total Cost of
Ownership**

Provides for Better Reporting

Manufacturers have to generate numerous reports. Many are for internal purposes, but often, a manufacturing business has to create reports for regulatory agencies, e.g., dealing with environmental rules and so forth. RPA can help make the reporting process more efficient. We used RPA tools to automate business processes such as certain types of reporting that have to be repeated on a month-to-month basis.

Conclusion

As manufacturing companies deploy RPA in an expanding array of use cases, they are starting to see more business benefits from the automation technology. They are finding that process automation can improve their operations, even contributing to cost savings in many cases. Employee and customer engagement, both of which are vital to business success, tend to improve with well-designed and executed automation programs. Manufacturers can streamline their supply chains and reporting processes, as well. It is still relatively early in the lifecycle for RPA in manufacturing, but already the technology is proving itself, delivering benefits that help with better customer and employee experience as well as profitability.