

Automating F&A processes takes a trucking company the extra mile

GENPACT

An Automation Anywhere Case Study
INDUSTRY: TRUCKING & LOGISTICS



Genpact's client, a leading trucking and logistics company, needed to improve their ability to accurately account for truck mileage and contracts. Their process relied heavily on manual data entry, and was often prone to human error. It also lacked an ability to track trends that would allow them to troubleshoot problems and increase future productivity. Genpact partnered with Automation Anywhere to reduce errors in the tracking system and enable automated trend tracking.

SOLUTION: HUMANS AND ROBOTS PARTNER

Automation Anywhere and Genpact experts evaluated the process and separated it into 2 parts: a robotic part that could be automated, and a part where human intervention was beneficial or required. Then, they designed an automated process, utilizing the legacy system to track trucks, extract mileage, perform calculations and apply rules to reduce inefficiencies and billing inaccuracies. They also created a pattern recognition tool to spot trends in usage patterns. These two processes increased productivity and transaction speeds, as well as tracked trends to spot usage patterns and contract violations.

BENEFITS

30%

Improvement in productivity

25%

Increase in transaction speed and reduction in cost

Zero

Errors

7

Weeks implementation time

DETAILS

ROBOTIC PROCESS AUTOMATION

Genpact and Automation Anywhere experts looked at various processes and decided to reimagine where automation could impact the business of the trucking and logistics company the most by reducing inefficiencies, increasing revenue and predicting trends.

Combining Genpact's domain expertise, operational experience and capability around end-to-end process optimization with Automation Anywhere's automation expertise and deployment experience, they identified 3 areas with the most impact:

1. Convert current manual billing to an automated process.
2. Create automated monitoring and tracking process to reduce revenue leakage.
3. Implement an automated trending tool to help predict future trends in the business.

CONVERT CURRENT MANUAL BILLING TO AN AUTOMATED PROCESS

The trucking company used mileage data to create billing invoices and track when trucks were used versus when they were sitting idle. This process was manual and prone to human errors. Automation Anywhere created an automated solution to extract information on truck mileage from the client's legacy systems, and also compute when trucks were in use or sitting idle. Using this data, the invoices were generated on time, automatically reducing errors to zero.

AUTOMATED MONITORING AND TRACKING PROCESS INCREASES REPORTING FREQUENCY AND REVENUE

Before automation, the existing system would only report mileage over a long period of time, for example month-to-month. With the old processes, if a truck was meant to move a certain number of miles every day, but was idle certain days, it would not appear in reports, resulting in inefficiencies. With the new RPA solution, the software reported mileage data in smaller increments of time, as well as tracked trends to determine if the data collected was on an upward trend, or when trucks were mobile versus immobile on a daily basis. This was necessary to spot usage patterns that may violate contracts. If contracts were violated, drivers could now be notified immediately to resolve problems.

AN AUTOMATED TRENDING TOOL TO HELP PREDICT FUTURE TRENDS IN THE BUSINESS AND IDENTIFY EXCEPTIONS

An additional automated trending tool solution was created to look at trends in the mileage data. This solution is capable of correcting for any contingencies in mileage data reporting, such as repair days. For example, if a truck reported low mileage or idle time, it would automatically know if the truck was idle due to repairs, or because of inefficiencies in processes. This provided valuable information to see usage trends, and provided actionable intelligence.

THE BENEFITS AND IMPROVEMENTS

When a truck is immobile, it is a failure in productivity. In the mere seven weeks it took to implement Automation Anywhere's solution integrated with legacy systems, driving efficiency increased dramatically. Automation also led to a 25% increased speed of transactions, all at a 25% reduction in cost with zero human errors.

The non-invasive solution provided countless advantages such as:

- By applying the system to existing legacy systems, no additional resources were required for custom programming.
- Automation increased accuracy in mileage data capture
- Significantly reduced costs due to lapses in isolating contracts that were being breached.
- Trend tracking and pattern recognition
- Faster turnaround in recognizing inefficiencies when trucks were immobile.
- Faster transaction speed and decreased costs across the board.
- Fewer human errors, especially in the verification process.

Genpact's process re-engineering in conjunction with Automation Anywhere's know-how successfully drove significant value for the trucking client.

AT-A-GLANCE

Genpact (NYSE: G) which stands for "generating business impact" is a global leader in designing, transforming and running intelligent business operations including those that are complex and specific to a set of chosen industries. They have been at the forefront of building and deploying automation solutions in partnership with Automation Anywhere to drive transformation and business outcomes with Robotic Process Automation (RPA). These solutions provided synergistic answers to Genpact and Genpact's customers by improving workflow, increasing efficiency, productivity, transaction speeds, accuracies and profit, all while reducing capital expenditures. Solutions designed by Automation Anywhere and Genpact integrated automation across several applications including legacy systems. Following are two use cases where Genpact utilized Automation Anywhere to transform the way they do business for their clients.

Contact Automation Anywhere to learn more about how shared services and business services providers can apply robotic process automation as a business enabler to offer differentiated services and solutions to their clients. Call 1-888-484-3535 or visit www.AutomationAnywhere.com to schedule a live demo.

About Automation Anywhere

Automation Anywhere is the global leader in delivering the most advanced, enterprise-grade, cognitive Robotic Process Automation (RPA) platform capable of automating any business process. The platform enables enterprises throughout the world to create digital workforces that manage and scale business processes faster, with near-zero error rates, while dramatically reducing operational costs. We believe that people who have more time to create, think, and discover build great companies. It's why we've dedicated more than a decade to providing the world's best RPA technology to leading financial services, BPO, healthcare, technology, and insurance companies—to name a few—across more than 90 countries. For additional information, visit www.automationanywhere.com.

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☎ North America: 1-888-484-3535 x1 | International: 1-408-834-7676 x1

🐦 @AutomationAnywh  www.linkedin.com/company/automation-anywhere ✉ sales@automationanywhere.com