

# Achieving Operational Excellence for an **FMCG Client with Intelligent Process Automation (IPA)**





## Business **Need**

The client needed to address business growth and profitability amidst manpower downsizing due to prevailing market scenarios and geopolitical conditions. Specifically, they required:

- ▼ A technical solution to support a 10% to 15% growth in business while reducing support manpower.

- ▼ A solution to manage the increased daily manual invoice processing time, which was adversely affecting operational efficiency and overall productivity.

## Business **Challenge**

The client faced significant challenges, including:

- ▼ Downloading invoice files from multiple portals or customer emails.
- ▼ Converting PDF invoices to Excel for comparison, a time-consuming and error-prone process that led to data accuracy issues.
- ▼ Lacking an effective tracking mechanism, The entire processing workflow was managed using spreadsheets, making it difficult to monitor progress and ensure accountability.

- ▼ Manually investigating all invoices for issues, causing delays in processing and vendor payment release, leading to vendor dissatisfaction.
- ▼ Creating consolidated files for each customer and processing them for the Informatica system, that required additional third-party license costs, increasing overall expenses.

## Business **Solution**

The NSEIT team implemented an Intelligent Process Automation (IPA) based platform and services to automate the vendor invoicing processes. The solution included:

- ▼ Designing a customized solution to cater to the growing needs of the client, extendable to include new vendor portals for invoice processing.
- ▼ Utilizing the industry leading Microsoft IPA tool, Power Automate.
- ▼ Providing on-demand as well as uninterrupted options for invoice processing via attended and scheduled bot execution.
- ▼ Designing a bot architecture for touch-free operations, capable of working 24/7.

## Tech **Stack**

- ▼ Intelligent Process Automation: Power Automate and Power Platform Services
- ▼ Adobe PDF to Excel converter
- ▼ Microsoft Dataverse

## Project **Differentiator**

This project transformed client invoice processing by automating multiple portal tasks, cutting manual execution time, eliminating errors, and

preparing consolidated invoice data files for Informatica. It saved on licensing costs and increased operational efficiency.

# Business **Impact**

The implementation of the IPA solution brought multiple benefits:



**Significant Time Savings:** Reduced processing time by 60% to 70% by automating manual tasks such as downloading invoices, file conversion, and summary file preparation.



**Error Reduction and Enhanced Accuracy:** Achieved 100% accuracy in invoice processing by following predefined rules, eliminating human errors.



**Improved Compliance and Consistency:** Ensured adherence to predefined rules and compliance requirements, maintaining consistency and regulatory standards.



**Enhanced Productivity and Resource Utilization:** Allowed employees to focus on strategic and value-added activities, maximizing productivity and resource utilization.



**Timely Invoice Processing:** Enabled prompt invoice processing, improving efficiency and vendor satisfaction.



**Streamlined File Management:** Centralized file storage facilitated easy access, retrieval, and management.



**Enhanced Visibility and Reporting:** Provided comprehensive reports on the automation outcomes enabling performance tracking and optimization.

## About **NSEIT**

NSEIT Limited is a digital native technology company that engineers world-class solutions to help our global customers accelerate their digital transformation journeys. Our key service pillars are Application Modernization, Business Transformation, Data Analytics, Infrastructure &

Cloud Services, and Cybersecurity, through which we create intuitive digital experiences and tangible business impact. For over two decades, our innate drive for excellence has made us the partner of choice for global organizations. At NSEIT, we fuel digital progress.

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