

AUTOMATION IN AUTOMOTIVE RETAIL

Buying a new or used vehicle requires a lot of time and effort from customers. From researching the model to contacting a dealership, test driving, financing and closing the deal, the experience can be long and frustrating. Automotive retailers are pressured to offer the best customer experience to keep customers happy. They are investing in technology and digital transformation to remain competitive.

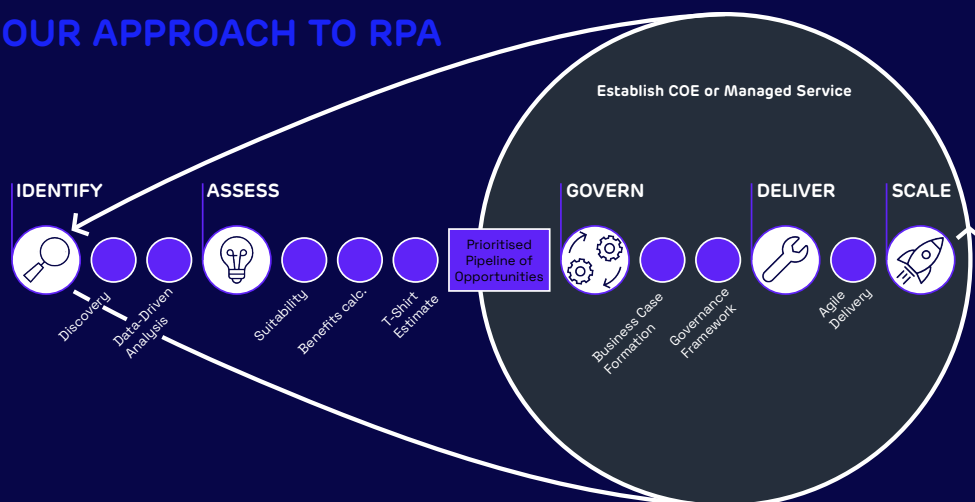
AUTOMATION DRIVES EFFICIENCY

One of the best ways to start with digital transformation and see relatively quick return on investment is automation. Robotic Process Automation (RPA) automates a process or task that has a logical flow and does not require prior working experience or knowledge to complete. In automotive retail, RPA resolves bottlenecks and performs many of the repetitive tasks done by sales and finance people. With the right RPA implementation, automotive retailers can improve customer service, compliance and financial performance.

SELECTING THE RIGHT PROCESSES TO AUTOMATE

Just like customers looking for the right vehicle to buy, organisations should select the right processes to automate. Manual and tedious tasks such as data entry, email, invoice or journal processing are perfect for automation. Where data inputs are well structured and the decision matrix is clear, RPA robots can perform the tasks on behalf of employees so they can do other value-add, more satisfying jobs.

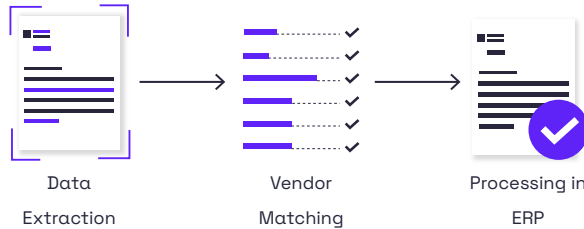
OUR APPROACH TO RPA



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INVOICE PROCESSING

Accounts Payable teams can benefit from RPA and Optical Character Recognition (OCR) technology when it comes to invoice processing. OCR automation extracts invoice data from digital and scanned documents and posts that invoice into your preferred ERP software.



The creation of invoice payment batches can also be automated. An RPA robot marks outstanding invoices for payment, generates a report of outstanding invoices, generates EFT numbers for invoices and tags invoices for inclusion in a new payment batch.

INTERCOMPANY BALANCE REPORTING

Sending monthly balance reports from corporate to each dealership doesn't need to be manually done anymore. It is another ideal process to automate and will save you significant time and resource. The RPA process automates the generation of balance reports by account and accounting period and the sending of these reports to each dealership by email.



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