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### What is RPA?

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Robotic Process Automation (RPA), is the use of technology to automate a process or task that has a logical flow and does not require prior working experience/knowledge to complete.

It is a non-invasive automation tool that can automate processes quickly with low technology requirements. Providing the right process or task is chosen, quick payback periods can be achieved ("ROI: 30-200%" McKinsey, March 2017).

RPA is best applied to processes that are:

- Repetitive such as Data Entry, Journal Processing;
- Where data inputs are well formed, preferably not handwritten;
- The decision matrix is clear and cannot be misinterpreted;
- Labour Intensive (Value for Money); and
- In areas where highly paid resources are conducting low value add tasks/processes.

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### Client Scenario

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Client is one of Australasia's Top 10 retailers and is listed on the Australian Stock Exchange.

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### Client Challenge

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#### *Process Overview*

The process relates to the distribution and delivery of inventory and sale orders, where online orders are delivered to customers, and inventory is returned to vendors, or distributed between stores. As a high-volume retail organization, the number of deliveries scales according to customer demand.

#### *Deliveries to Customers*

When freight costs for an order exceeded a threshold, it was sent to a human operator for manual processing, which included a courier search for the best price and booking of the delivery, in addition to delivering the freight documents to sending vendors.

#### *Deliveries between Stores*

Business to Business transfer of product are initiated by an online request form and are all manually booked. Due to the volume of requests, only one supplier used.

#### *Challenge*

The challenge was how could the client increase freight output without increasing associated freight costs, particularly during sale period, while maintaining strict service level commitments, of customer orders being processed within 1 hour of receipt and shipped within 24 hours.

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## RPA Solution

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### *Deliveries to Customers*

The robot can process at a higher consistent rate than a user, allowing for significantly increased booking volumes. The automated cost threshold for manually sourcing delivery options has been lowered, allowing the robot to recoup value over more orders. The robot will scan several couriers for the cheapest quote and process the required delivery steps.

### *Deliveries between Stores*

Robot will search several nominated couriers for the best quote, book the freight and send delivery labels to the relevant store.

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## Potential Business Value

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- Significant cost saving with payback within one month of productionising the robot;
- Significant improvements in operational productivity and meeting Customer Service Levels;
- Improvements to the reliability and robustness of the process;
- High degree of accuracy and works 24/7;
- Improved employee satisfaction from removing a repetitive and painful process; and
- Robotic platforms are secure, audited and managed.

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## Contact Us

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