



What is RPA?

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.

Client Scenario

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

Client Challenge

Process Overview

Process relates to managing webstore sale orders, where orders are manually reallocated to the nearest valid Hub Store or Distribution Centre, subject to stock availability. This is an extremely manual and time-consuming process.

Challenge – One Day Sale (Dealing with Excessive Demand)

Retailer planned a one-day sale, predicting sales of more than \$1.3million. It was to be the biggest single day order volume they had ever experienced, exceeding 700 orders an hour at peak. With only a few weeks lead time, no time to hire or train more staff, and the number of orders requiring manual reallocation exceeding 4000 by midnight, the order processing team would've been delayed for weeks getting orders distributed to stores to pack and send. Customers would be disgruntled that their orders hadn't arrived yet, and all the positive image gained from the sale would be lost on these customers and their contacts.

The business has an SLA for next business day distribution, so they would've been looking at thousands of missed targets.

RPA Solution

The robot replicates the existing process and performs all activities for this solution within SAP ERP. The robot processes approximately 1000 orders a day, allowing employees to focus on other value-add activities. For the sale, the robot was able to work through the weekend to reduce the backlog of orders from several weeks, to only a small number of days' worth of effort. It will also log transactions and exceptions to CSV and TXT files which will be stored locally and/or on a specified network location.

Potential Business Value

- Significant cost saving with payback within one month of productionising the robot;
- Robot was able to handle the excessive demand with only a 10% error rate (Manual Exceptions);
- Robot was able to process approximately 1000 orders a day;
- Significant improvements in operational productivity (product reallocation time) and significantly improved the success rate in 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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