AUTOMATION IN RETAIL

Retailers are under pressure. They must reduce supply chain costs and optimise margins while satisfying customers that are more demanding than ever, raising the bar for personalised experience and same day delivery service. Many retail companies invest in technology and digital transformation to remain competitive and meet customer expectations.
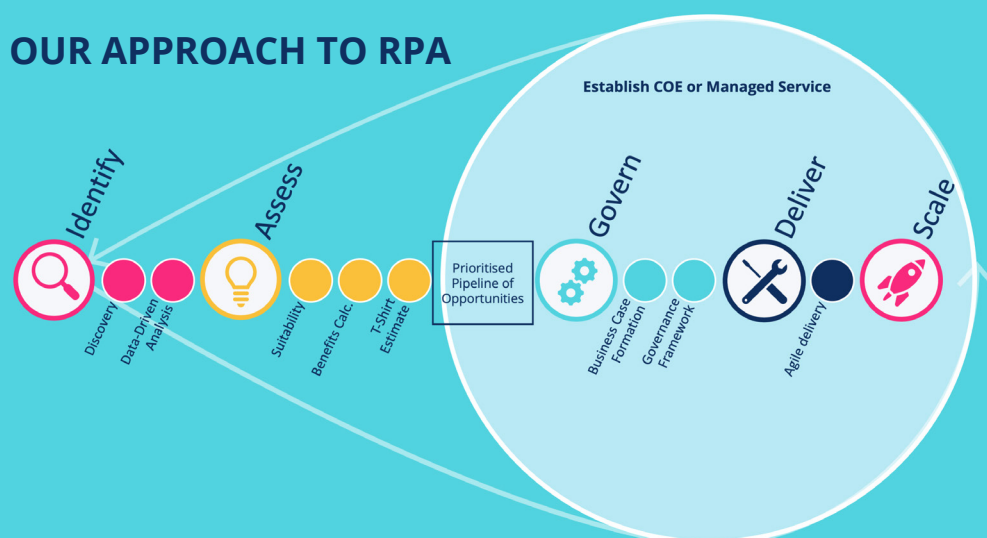
AUTOMATION INCREASES PRODUCTIVITY

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 retail, RPA resolves bottlenecks and performs many of the repetitive tasks done by sales, customer service, HR and finance people, freeing them to focus on higher value work. With the right RPA implementation, retail companies can improve customer service, operational and financial performance.

SELECTING THE RIGHT PROCESSES TO AUTOMATE

In all organisations, there are manual and repetitive tasks that are still being performed by employees. These types of tedious processes, 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.
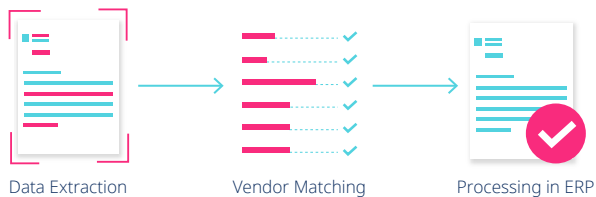
OUR APPROACH TO RPA

Establish COE or Managed Service

Identify
Discovery
Data-Driven Analysis

Assess
Suitability
Benefits Calc
T-Shirt Estimate

Prioritised Pipeline of Opportunities

Govern
Business Case Formation
Governance Framework

Deliver
Agile delivery

Scale

AUTOMATION IN **RETAIL**

ACCOUNTS PAYABLE

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.

Data Extraction   Vendor Matching   Processing in ERP

The same technology is used for vendor and bank reconciliations, where an RPA robot reads statements, finds variances and triggers invoice downloads and other actions.

REPORTING

Utilise RPA to automate the generation of daily, weekly or monthly reports. An RPA robot can collate data from various sources into a spreadsheet or Business Intelligence dashboard, allowing your team to access up-to-date data rapidly.

DATA ENTRY

Processes involving data scraping and data entry are perfect for automation. RPA robots can be programmed to log into specific portals or read emails and attachments, extract data and input it into your software. Changes to product codes, descriptions, coupons or availability dates are done automatically on a schedule, without errors.

HR teams can leverage OCR automation to onboard new employees by letting a robot scan documents and enter personal details into your HR portal.

Blackbook.ai has automated over

800

processes

LOGISTICS

Reducing freight cost is a challenge that retailers constantly face. By leveraging RPA, online orders and store deliveries are taken care of. A robot processes a request, does a price comparison of different suppliers and book the cheapest shipping while ensuring service level agreements are met. RPA robots work 24/7 with speed and accuracy.

ABOUT BLACKBOOK.AI

Blackbook.ai is an Australian company that is passionate about helping organisations unlock their true values with Artificial Intelligence, Automation and Data Analytics. We work with cutting-edge technology to solve business issues for some of the biggest companies in Australia. Our tailored AI, Automation and Analytics solutions leverage your company's data and drive productivity.

Blackbook.ai values client partnerships. Your success is ours and we are committed to develop the best suitable solutions and deliver premium quality work.

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