CASE STUDY

From Bottlenecks to Brilliance:
Automating Finance for an F&B Manufacturing Giant

Organisation Profile

The company specializes in providing a range of high-quality containers, including collapsible bowls, outdoor mugs, one-handed vacuum mugs, water bottles, and tumblers. With a global customer base, the company is dedicated to delivering innovative and durable products designed for convenience and versatility in various settings, from outdoor adventures to everyday use.

Industry

Manufacturing Food & Beverage Containers

Results

Manual Process
time reduced up to

60%

Effort reduced up
to

50%

Process Completion
Accuracy by Bot up to

95%

Business Problem:

A global leader in food and beverage solutions, faced several manual processes across departments, leading to inefficiencies, errors, and delays. Wire transfers, accounts payment processing, dunning processes, and customer support tasks were handled manually, resulting in increased costs, errors, and slow response times. Automation was necessary to streamline these processes, reduce errors, and improve efficiency, enabling faster and more accurate transactions, communication with customers, and resolution of queries.

Challenges:

- Time-consuming and error-prone manual processing in Oracle EBS.
- Inefficiencies, errors, and delays due to manual payment processing.
- Delayed communication and payment collection from manual dunning tasks.
- Slow, error-prone manual customer support affects responsiveness and satisfaction.

Solution:

Wire Transfer Automation:
A master bot scheduled and generated vendor-specific wire transfer lists for the accounts payable team, initiated multiple bots for efficient handling, and sent emails with vendor details. It also automated payment reprocessing in EBS.

ACH Batch Processing:
An ACH Batch Creation Bot logged into Oracle EBS to create batches for employees and suppliers, saving and emailing the ACH batch for AP team review and processing. An ACH Vendor Communication Bot responded to AP team emails, checked batch status in Oracle EBS, and emailed formatted ACH payment details to suppliers.

Dunning Process:
Automation Anywhere RPA automated daily dunning processes, sending immediate emails to customers, downloading and sorting aging reports, updating EBS comments via customer portals, and sending end-of-day summary emails to customer management.

Warranty Claim Process:
A bot managed warranty claims by reading requests from OSvC, validating addresses and claims, emailing customers about valid claims with shipping details, and requesting product returns for invalid claims. It ran daily, updating stakeholders via email on the process status, with NLP implemented to understand customer requests.

Business Benefit:

Implementing the Bot has delivered significant business benefits, achieving up to 95% process completion accuracy. This automation reduces efforts by approximately 50% and saves up to 60% of process time. These improvements enhance operational efficiency, reduce costs, and boost productivity, leading to superior overall business performance.

Key Stakeholders:

- Client's IT Department
- Bot Developers
- Engineers
- Quality Assurance Team
- Project Management Team
- End Users of the Bots

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corporate@predikly.com   (650) 701-3468