CMS
IT SERVICES
Reliable | Robust | Secure

CMS IT Services´ streamlines and automates Procure-to-pay for a leading supplier of defense and military equipment using RPA

CUSTOMER

The customer is engaged in technology, engineering, construction, manufacturing and financial services. The customer has over 44,000 employees spread all across the country. They have a net income ₹8,905 crore (US$1.2 billion) and total assets worth ₹279,134 crore (US$39 billion). This particular division was a supplier of defence and military equipment to the Government

THE CHALLENGE

The customer entrusted CMS IT with the automation of the Goods pass-out and Invoice validation process. This was being done manually with each material-inward document and the invoice verification taking up to three days to process. The document verification also got delayed when there was a sudden increase in documents since the manpower was the same. The main challenges were :

- The large number of repetitive tasks during the verification of the documents

- Multiple Document Formats but the output format was the same.

- The huge number of validations were required with no scope of error

- Unpredictable workloads for the workforce

- 100% Compliance and adherence to policy

- Maintaining accuracy in spite of the complexity of data

THE SOLUTION

CMS IT deployed the automation of GPD (Goods Pass-out Document) approval using RPA bots to increase successful validations. Cognitive data extractions from paper invoice using IQ Bots for cross-matching and validations was also employed to reduce inaccuracies. CMS IT's RPA partner's solution offers an advanced, enterprise-grade, cognitive platform that combines   traditional RPA with cognitive elements such as natural language processing and reading of unstructured data

The highlights of the solution are :

- IQ Bot automates business processes that rely on semi-structured or unstructured data hidden in electronic documents, images, emails and more.

- IQ Bot leverages multiple AI techniques to intelligently digitize and extract data to make RPA and/or OCR technology even more effective.

- IQ Bot Machine Learning Capabilities allow them to keep learning from corrections made by knowledge workers and gets smarter and more accurate over time.

- Implementation of Robotic Process Automation (RPA) for MIS Reporting and Chatbot for customer queries resolution.

BENEFITS

This solution resulted in a 100% accuracy in validation. The unpredictable workloads were also solved because bots were accessible 24x7.

Multiple invoice formats were standardised by the IQ bot's Cognitive engine and stored in a single format. There was a marked decrease in the number of repetitive tasks and the workloads were more evenly distributed.

Some of the key benefits are :

85% Reduction in invoice processing time

Elimination of errors and 100% compliance

Real-time availability of inventory informatio for better supply chain

Increased Application efficiency for retail customers and end-users

Increased employee satisfaction

We are a leading System Integrator and Managed Services provider. As one of India's top IT Services firms, we offer an integrated portfolio of products, solutions and services, built around Automation, Cloud, Cybersecurity & Digital. Currently, CMS IT Services has over 6500 employees and serves more than 300 leading enterprises across key industries

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