Intelligent Automation - led Transformation for a Leading Manufacturing Giant

About client:

A UK-based multinational conglomerate specializing in fire, HVAC (heating, ventilation, and air conditioning), and security equipment for buildings. The company operates in approximately 2,000 locations across six continents and employs around 100,000 people.

Challenges:

The client faced significant challenges in extracting data from scanned and digital L&M (Labour & Material) and PSA (Planned Service Agreement) invoice documents.

The L&M and PSA work order/invoice processing was highly manual and lacked standardization

The client had over 100 bots built on Blue Prism, with another 100+ in the pipeline, requiring advanced RPA capabilities in automation for migration. Migrating the bots in a cost-effective manner also posed a challenge.

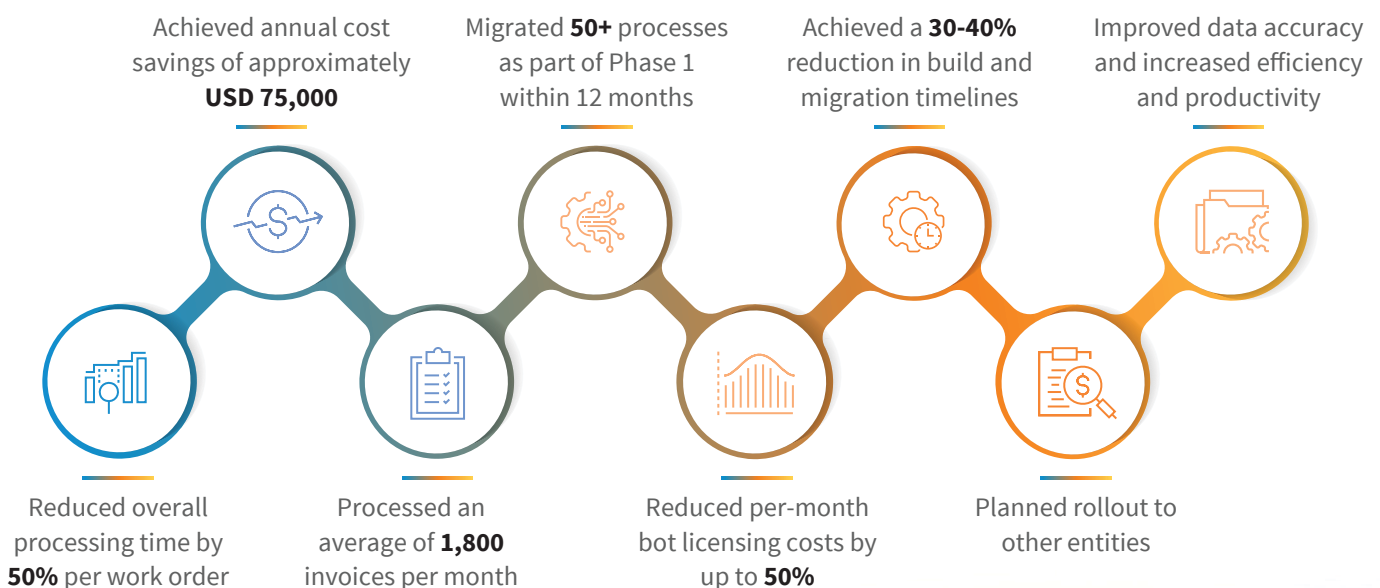Multiple ERP & CRM applications were distributed over a complex landscape

Solution:

LTIMindtree assessed the customer landscape and chose UiPath as the strategic platform. We then helped the customer migrate to UiPath to optimize operating and maintenance costs and simplify automation development. As part of the solution, LTIMindtree successfully deployed hyperautomation solutions across the enterprise, with over 350 use cases and annual savings leading to approximately USD 2.5 million.

- LTIMindtree **automated the end-to-end L&M and PSA invoice creation** process using UiPath.

- **Created a human-in-loop for validation** and correction of extracted entities with low confidence levels.

- Used an **RPA re-platform execution** approach in an output-based commercial model.

- **Adopted a POD-based approach** to migrate processes across multiple regions (EMEA, APAC, North America) in parallel.

- Set up an **automation Center of Excellence (COE)** for the customer.

- Processes spanned various LOBs, **including Supply Chain, Procurement, Finance & Accounting, IT Audit, Shared Services, Fire & Security, Customer Success, Sales & Marketing, and IT Operations.**

- **Automated process discovery**, scheduled every six months, to identify new automation opportunities as part of **continuous service improvements (CSI)**

Benefits:

LTIMindtree worked closely with the client's teams and ensured comprehensive benefits. These include:

Achieved annual cost savings of approximately **USD 75,000**

Migrated **50+** processes as part of Phase 1 within 12 months

Achieved a **30-40%** reduction in build and migration timelines

Improved data accuracy and increased efficiency and productivity

Reduced overall processing time by **50%** per work order

Processed an average of **1,800** invoices per month

Reduced per-month bot licensing costs by up to **50%**

Planned rollout to other entities

The implementation of intelligent automation in manufacturing has significantly transformed the client's operations. By leveraging intelligent and finance process automation, the client achieved substantial cost savings, improved efficiency, and enhanced data accuracy, setting a strong foundation for future growth and innovation.

To know more about how we can help you achieve greater cost savings through hyperautomation,
please contact us at EAuT.services@ltimindtree.com

About LTIMindtree