

Case Study

Automation – Shipping Report

Fujitsu is a global leader in Service Desks, operating one of the most efficient, customer focused models in the World. The advent and evolution of Robotic Process Automation (RPA) provides the opportunity to revolutionise customer service delivery, and Fujitsu are at the forefront of the movement.



The Customer

COUNTRY: SCOTLAND
INDUSTRY: UTILITIES
STAFF: 3,500
CUSTOMERS: 5 MILLION

The Challenge

Every month the Change Team must create and produce a forecast shipping report, followed by an actuals report a few days later. The reports have strict timescales, both internally and externally to ensure revenue is received and orders are budgeted for. The creation of the report currently takes 8 hours, over 3 days, to produce.

The Solution

Creation of RPA workflows to remove human intervention, improve quality and reduce wasted productivity.

The Customer

Provides clean, safe drinking water and efficient water waste disposal services to over 5 million customers across an area of 30,000 square miles, 365 days a year. As a public company, answerable to the Scottish Parliament, adherence to strict budgetary constraints, as well as detailed and transparent expenditure is of paramount importance.

The Challenge

By the 10th calendar day of each month, the customer must have a precise and clear shipping report of all costs due for the previous month. The creation of the Shipping Report utilises 2 days of the Change Team's time at the start of each month, removing one agent from BAU and other proactive work.

However, with monthly revenue of approximately £20,000 reliant on the accuracy and punctuality of the report, it is a vital monthly exercise for both the supplier and customer.

The Solution

The logical, repetitive nature of the Shipping Report made it the ideal candidate for automated workflow creation via RPA. Generating workflows to mimic human interaction has resulted in 95% of manual labour being removed from the monthly cycle, ensuring there is no risk to delivery or accuracy. The automation of the report also generates a saving of £2,500 over the year.

Conclusion

The benefits of utilizing RPA for financial reporting are difficult to imagine, there is unparalleled potential for this discipline with new and emerging technologies. The time efficiency, employee productivity and risk management benefits can be evidenced with the Shipping Report, but this is merely the tip of the iceberg.