Client is a leading Global Premium Credit Card services company in Kingdom of Saudi Arabia and headquartered in USA with Revenue of 30 Billion US$. The organisation has been rated as 22nd best Brand in the World and employee's 50000 people around the Globe.

## Challenges

- Complex File Transfers with Manual intervention for Batch processing & End of Day Transactions

- Manual Multi application Data Conciliation causing Major Error's &Financial Losses

- Long Lead of Payment Cycle to Vendor's & Merchants due Manual Process

- Auditing Capability lacking

- Many Scripts & Internal Applications used for Managing Batch Processing , Difficult to Manage.

- People dependent Batch Processing  leading to Organisational Risk.

## Solution

- Entire batch Processing Tasks were mapped using workflows

- Right Fit Automation Solution was identified  for the Organisation

- Over 300 Tasks were consolidated into 150 Workflows

- Automation Solution was Deployed and all the workflows were automated with Error Checks and Auto remediation.

- Email, Voice, SMS Alert Based monitoring was implemented at each task level

## Benefits

- Improved efficiency, and immediate processing of Card Data without delay or waiting period till EOD processing

- Improved Auditability and complete visibility to every data processed

- Improved availability, and efficiency.

- Existing resources are utilised efficiently and cut the need to extra resources thus saving Huge costs.

- Better Partner, Merchant & Customer Response

Client is a global leader in consulting, technology services and digital transformation, at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. A multicultural company of 200,000 team members in over 40 countries

## Challenges

- Client having a daily of min 200 tickets each classified as User ID creation and Password reset in Jwalk application with Jwalk client running on AS 400 server. AS 400 is widely installed in large enterprises at the department level, in small corporations, in government agencies, and in almost every industry segment.

- Client had to every time login to the service desk tool and perform the requested actions of ID creation and password creation by login to the J walk client.

- Task being Repetitive and time consuming

- SLA breaching

- Manual tracker update of daily requests for report generation

- Communicating the email ID and password to end user on mail.

## Solution

- Login, navigate and read tickets from ITIL Service desk tool (web-based application) - Service Now (SNOW) at every 5min interval of time

- Login to AS 400 client application – J walk (desktop application) and carry out the requested tasks from tickets such as Create new/Reset User ID and Password.

- Update back the status of the requests in SD tool as work in progress/closed.

- Outbound email processing the new User ID or Reset password separately communicated to the end user.

- Check for tickets in SNOW after every specified time interval, to maintain the SLA.

- Maintain a log/tracker of all ticket details from SD tool and AS 400 client application.

- Email the updated tracker to the management at specified time/EOD

- Auto Report generation

## Benefits

- No human dependency for timely check of new tickets in Service desk tool

- Time duration taken for automate to complete a workflow for single ticket is less than 50secs.

- No SLA breached

- All tickets updated in the tracker at the end of each workflow.

- Eliminating human error while mailing the password to end user

Client is a Toronto-based company that sells fastening products ranging from self-drilling screws and toggles to power nailers and staplers under 5 big brand names.

## Challenges

- Client had to come to work early every morning to prepare the company's ERP system for the new day.

- The process of incorporating the previous day's business activities into the ERP database 2 ½ hours.

- ERP system must be updated with the most current information on everything from inventory and sales to accounts receivable.

- All data from the previous business day must be entered before the office opens to ensure that updates run smoothly without inadvertent interference from logged-in employees or disruption to system availability during business hours

- Before Automate was implemented, one technician would manually sign into ERP System SYSPRO early in the morning and click from screen to screen to launch the necessary update processes.

## Solution

- Automate was used to create a series of routines automating processes ranging from sales updates to backorder release reviews.

- In the latter case, for example, the ERP system checks backorders against inventory and releases them for picking and shipping if previously out-of-stock products become available.

- With those new controls in place, automate was set up to trigger the update job at 3 a.m. and run unattended until it finished just before dawn.

- The software is installed on a Windows production server and configured to alert by email when the day's ERP update is completed or when there is a job error that needs his attention.

## Benefits

- Client latched onto Automate, the software enabled to do the basic automation work in just one hour, avoiding the time and expense of hiring programmers to write scripts from scratch.

- Custom scripting would have cost tens of thousands of dollars and resulted in a patchwork of different batch processes that would be difficult to troubleshoot and maintain. Utilizing Automate allowed to automate all processes within a single framework quickly and easily.

- Automate handle update responsibilities overnight has virtually eliminated ERP system downtime that sometimes occurred during work hours when morning updates ran too long or were interrupted for various reasons. The resulting 99.9 percent uptime helps keep Customer Service, Accounts Payable, Purchasing, and other departments running smoothly.

- Bottom line: Automate has allowed client to build a better ERP update strategy. Nothing could be more appropriate for a company in the construction business.