

INTETICS HELPS CLIENT TO OPTIMIZE PROCUREMENT PROCESSES THROUGH SELF-SERVICE PARADIGM



OBJECTIVE

Run digital transformation of procurement processes

CHALLENGE

Intetics's client is a procurement company based in Germany. Due to the growing demand for the procurement services, the company encountered the heavy growth of routine tasks involved in the processing of requests. The utilization of legacy systems also slowed down the task processing, since there is a lack of API integration with other systems. All of that negatively affected covering the business-critical activities. The descending level of employee and process efficiency triggered the idea of digital processes transformation via of robotic process automation and cognitive services. The company chose Intetics for the expertise and hands-on experience in digital transformation.

SOLUTION

Together with the client reps, Intetics team held the analysis of the processes. Additionally, the team investigated the internal

procurement process phases and detected the bottlenecks. Using the results, Intetics offered the client to implement the model of process transformation with the help of disruptive technologies and process redesign. The proposed model was based on self-service approach. As soon as client approved the roadmap and critical milestones, the team launched the process.

Initially, the team developed and implemented the Virtual Assistant (VA) serving as the interface and a unified point of entry. Along with that, the Intetics team designed, developed and delivered to the client a set of robotized and reusable process modules, which can be used in other projects in future. They cover the data submission and extraction activities and the system integration tasks.

From that moment end-users were able to:

- raise their own purchase requests,
- track orders,
- use a simplified invoice entry process,
- monitor tracking details,
- manage request and activities using chatbot.

The solution orchestration allowed managing all the robots,

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exceptional cases and improve the user experience via the dashboard or right on the VA. The transformation and automation of the 'Control of the Operations' and 'Control of the Information processes' allowed optimizing tracking and cross control. The new approach minimized the data duplication and reduced the errors caused by the human factor

transformation, the client team discovered opportunities for optimization of the external procurement processes. Among those were creating RFX events and sending invitations to the suppliers, using cutting-edge cognitive processes like speech recognition and generation for the improvement of user experience.

RESULTS

In the result of the process



QUICK FACTS

✓ 60% acceleration of

invoices and purchase order processing

- ✓ 90% of data accuracy achieved
- ✓ 100% of data integrity and consistency ensured
- ✓ 60% of employee satisfaction reached