

5.2.1 CUSTOMER SPOTLIGHT

Product: ignio™ ERPOps

Industry: A material manufacturer

:digitate

100% elimination of Priority 1 (P1) issues

Autonomous ERP Operations

ERPs play a vital role in maintaining a system of records and enabling processes across business departments.

With Intelligent Automation ignio™ helps enable autonomous SAP operations and similar processes for effective SLA compliance.

ignio™ leverages Intelligent automation to perform health checks, fix errors in iDoc, automate service requests, manage users, and perform automated resolutions for functional incidents.

IMPACT OF IGNIO™ AUTOMATION:

100

Challenges faced by a Building Material Manufacturer

- Due to the high volume of order data, the company's OMS (order management system) was not able to process the data appropriately, leading to data breakage resulting in delays in the contract creation process
- This in turn resulted in delays in data distribution to the manufacturing plants
- Bad/fluctuating network connectivity in distant locations resulted in data consistency issues
- Manual data reconciliation is needed in case of order cancellation and order fulfillment
- Lack of checks or alerts if invoice delivery or any other process was delayed which raised many tickets to resolve the issues

~100%

Elimination of Priority 1 (P1) issues related to OMS master data

1.3M

Euros revenue realization delay/loss prevented per month

50%

cycle time reduced on the entire ticket volume

8

Freed up 8 FTE employees to focus on other duties