



Global Leader in the ICT Industry Yields Nearly 80% Savings for Certain Automated Financial Processes Across Multiple Countries

The Client

The client is a wholly owned subsidiary of NTT Corp. They are a global leader in the Information and Communications (ICT) industry that provides IT Infrastructure Solutions & Services. They have established a global footprint with over 6,000 clients in more than 150 countries, servicing all industries.

Business Challenges

The client's financial unit was struggling with several process-related financial and operational issues. Financial tasks were repetitive and cumbersome, which left no time for focusing on value-added services. Additionally, the client lacked skilled resources due to a hiring freeze. They were challenged to get finance manpower to the Asian countries of Hong Kong and Korea. The client was in the process of evaluating automation tools, ultimately purchasing a license for "Automation Anywhere."

In addition to automating services, the client needed a digital transformation partner that would also function as an extension of their business team across multiple countries.

Solutions & Scope of Work

The client engaged Infogain, due to our expertise in harnessing digital transformation for more than a dozen corporate global clients. The project involved helping the client achieve specific milestones for automating certain financial processes across a given set of countries. The team reviewed the client's roadmap and vision, becoming a valuable resource to the client's automation team. The scope of work included:

- ▶ Building an automation framework with Infogain technical expertise and knowledge
- ▶ Designing an approach and methodology to make use of automation tools
- ▶ Executing Robotic Process Automation (RPA) initiatives by delivering the right message across various country offices
- ▶ Performing a systematic evaluation of automation tools available in market to fit requirements
- ▶ Providing an assessment of the "Automation Anywhere" tool by evaluating its details, advantages, challenges and incompatibility with SAP ERP; and by automating certain processes in Excel with our own automation framework.

Within a six-month timeframe, the Infogain team completed the automation of 14 financial processes for the client's Hong Kong, Korea, Philippines, Singapore New Zealand and Indonesia locations. The project is on-going with the next phase of automating seven additional locations in-process.



Business Results

Infogain's digital transformation solution has:

- ▶ Achieved a shorter turnaround time to deliver the automated processes
- ▶ Achieved broader automated processes across multiple countries
- ▶ Delivered significant cost savings by using a reusable and reliable automation framework
- ▶ Increased efficiency with the automation of financial processes
- ▶ Integrated the "Automation Anywhere" tool with automation framework
- ▶ Met the expectations of various business users regarding the benefits of RPA
- ▶ Yielded nearly 80% savings for certain automated processes

