

CASE STUDY

CONSUMER GOODS

| PURCHASING, SALES, AND PROCUREMENT

A leading consumer goods retailer identifies 39k hours of potential savings using Scout

BUSINESS OBJECTIVE

A global Fortune 200 consumer goods company produces and distributes food, beverages, personal care products, beauty products, and more.

The client has an operational goal to increase efficiency and transparency within the organization. A key piece in meeting this goal is automating, standardizing, and optimizing their business procedures, specifically in their back-office logistics and inventory tracking teams.

While the client had the highest-priority process for automation identified, due to previous failures, they were hesitant to move forward

CHALLENGE

Prior automation efforts were misplaced and lacked the desired ROI

The client needed a robust mechanism to identify candidate processes for automation as well as find a way to standardize and optimize their business procedures. One of the client's key concerns, aside from automation, was tracking "productive" vs. "non-productive" time.

The client had an on-site "automation factory," but they were underwhelmed by the business impact that prior automation efforts had yielded. While they had the highest-priority process for automation identified, due to previous failures, they were hesitant to move forward. The client selected Scout due to its granularity and versatility, to gain insight into processes that needed to be automated or improved.

SOLUTION

Scout was deployed on premises for ~400 users on eight teams across multiple regions

Scout was deployed across eight teams involved with customer service, logistics, and procurement. By leveraging the work graph, it collected detailed data, identifying automation opportunities for complex processes, and operational improvement insights beyond automation.

Custom analysis was performed on seven processes, of which two were identified as candidates for automation and the remaining five were set to be standardized, then reassessed for further automation opportunity. The process originally identified as the best candidate for automation turned out to have the lowest ROI potential.

The client is expanding their Scout engagement to seek further operational improvements.

IMPACT



400+

users scouted
across the org



39K

hours of potential
savings identified



30K

annual savings observed from
top two automatable processes

ABOUT SOROCO

Soroco's AI-driven process analytics and automation solutions are enabling enterprises to achieve ambitious cost savings, customer experience, and employee engagement objectives. Soroco's solutions are commercially proven, built to scale, and deployed across eight industry verticals at global F500 leaders.



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