

CASE STUDY

ORDER TO CASH

DEMAND CAPTURE

Fortune 500 FMCG Company identifies 35% cost efficiency potential using Scout

BUSINESS OBJECTIVE

The organization's business services team needed a way to achieve their cost efficiency targets in 2020. They aimed to do so by discovering process inefficiencies and high ROI automation opportunities across their global markets – all without adding additional manual effort to their day-to-day activities.

CHALLENGE

A typical process for the business services team involves five products, four order types, 11 countries, and three vendors per country - translating to 600 different ways a process can be performed.

What's more, processes aren't just performed in their core SAP system. Teams use a variety of applications and manual workarounds. This complexity made manual approaches and traditional process mining unsuited for the task.

The business services team required a low-effort, flexible solution that could address regional variability while unifying teams and process improvement strategies.

SOLUTION

The team chose Scout build a better understanding of their processes with flexibility and accuracy. Scout was deployed across 49 users in 9 markets and discovered how users were performing 6 common Demand Capture processes.

By leveraging the work graph, Scout provided an accurate baseline of current business performance, Scout also identified a connected set of process transformation opportunities across process excellence and automation measures.

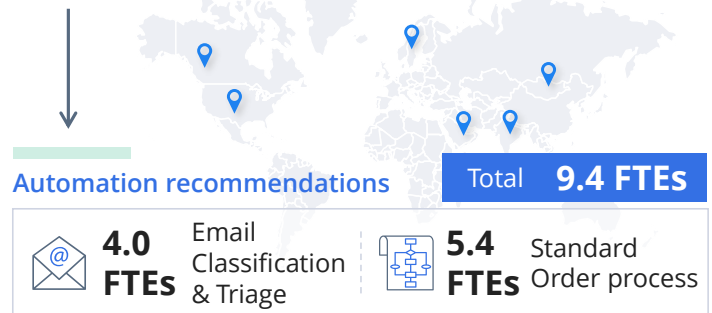
RESULTS

Process Automation: Scout discovered that of the 6 processes, the OR SAP process was highly automatable and could save \$250k p.a. or 9.4 FTE worth of effort.

Process Excellence: Scout also found that end users were spending just 20% of their time in the core ERP system, compared to over 50% in supportive apps – highlighting a disconnect between either the tool's impact or how users were leveraging it.

Demand Capture

Scout



Scout found **\$400k p.a. in savings** and a clear understanding of where efficiency improvement opportunities exist. The business services team is currently looking in to scale these efforts across the business unit.

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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