

CASE STUDY

CONSUMER GOODS

PURCHASING, SALES, AND PROCUREMENT

Discover how a leading consumer goods retailer used Scout to discover automatable processes within their organization

ORGANIZATION PROFILE

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. 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



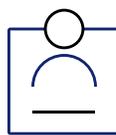
400+

users scouted across the org



39K

hours of potential savings identified



300K

annual savings observed from top two automatable processes

ABOUT SOROCO

Soroco is committed to helping our clients be their best. Our technology enables leaders in the modern enterprise to discover hidden barriers that hold back their teams and customers, and prioritize and execute programs that deliver lasting impact, not temporary benefits. Founded in 2014, Soroco is commercially proven, built to scale, and deployed at global F500 leaders across eight verticals. Built on

the principle of connected collaboration, Soroco's AI-driven process analytics and integrated automation software powers true digital transformation that drives our clients' ambitious cost savings, customer experience, and employee engagement objectives.



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