Fortune 500 FMCG Company identifies 35% cost efficiency potential using Soroco's Scout platform

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.
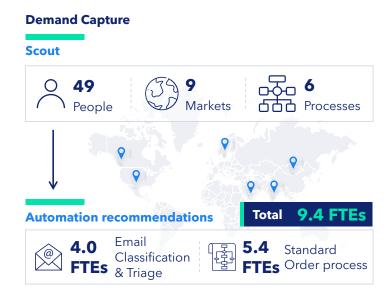
SOLUTION

The team chose Scout, a process discovery platform built for flexibility and accuracy. Scout was deployed across 49 users in 9 markets and discovered how users were performing 6 common Demand Capture processes.

In addition to getting 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.

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.

Demand Capture

Scout

| 49 People | 9 Markets | 6 Processes |

Automation recommendations   **Total   9.4 FTEs**

| 4.0 FTEs — Email Classification & Triage | 5.4 FTEs — Standard Order process |

WHAT'S NEXT

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