

Human & Digital workforce  
working together as one

Possibilities Unlimited

Global beverage  
company identifies  
300 process  
variations and saves  
65,000 hours with  
AssistEdge Discover

## Overview

A leading global beverage company with operations across 20+ countries was looking to optimize and automate its cash collection and route settlement & billing processes. AssistEdge Discover helped identify improvement opportunities in record time, helping save over a million dollars in cost and 65,000 person-hours in efforts.

## Challenge

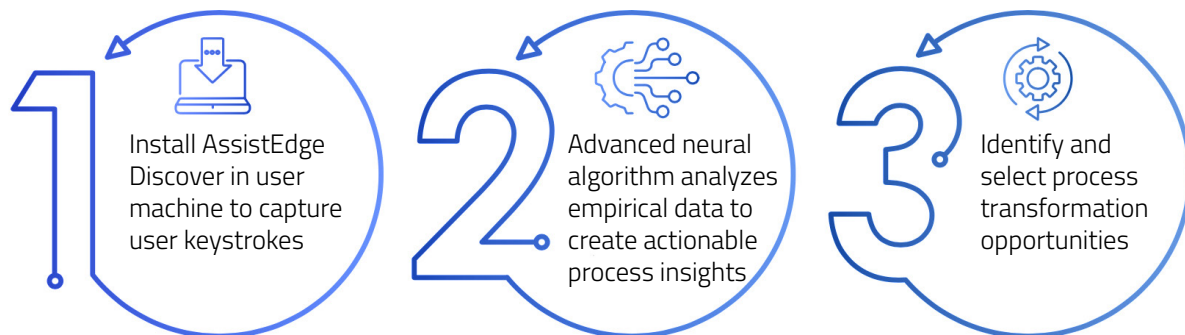
The client faced several process complexities due to its vast operations across several countries with differences in local procedures followed, languages, and legal requirements. Process variations created non-standardization, limiting visibility and significantly increasing the cost of operations. The client wanted to assess the various versions of processes in place across countries, identify the optimal process, and standardize, centralize, and automate to lower costs and improve efficiencies. To begin with, the client wanted improvement and automation recommendations for two processes – cash collection and route settlement & billing. They needed a clear and granular understanding of how various users across countries approached the same process. If conducted manually, this process mapping would be a mammoth task with an extensive scope. Language barriers would also severely limit the team's capacity to manually identify process variations. They wanted a partner who could help them with process discovery and provide appropriate recommendations to optimize the right processes.

## Process Discovery with AssistEdge Discover

The EdgeVerve team deployed AssistEdge Discover on 50 user systems and created detailed process and task maps using over 3480 automated recordings. AssistEdge Discover automated process discovery enabling:

- Smart data capture of granular process nuances using computer vision and key-stroke logs
- Interactive process visualization through interactive process maps for accurate visualization of as-is process in terms of design, variations, and patterns
- Automation blueprints developed on the business insights obtained from the task and process-level data
- Automation prioritization using automation indicators, priority matrix, and smart funnel

These maps, created in just two weeks, were over 90% accurate and were further validated with 36 end user interviews. This granular and step- by-step view of the six sub-processes across ten countries unearthed valuable information. Our experts used this data to identify over 300 process variations, evaluate the best approaches, and spot the right opportunities for automation. Based on this insight, we designed an optimal process flow that would be a significant improvement over the current process and would also decrease the cost of operations.



## Benefits Delivered

Granular visibility into the as-is process helped identify areas of process improvement and where automation could result in significant benefits. Reduced manual intervention and elimination of unnecessary steps accelerated revenue recognition while resulting in massive cost and effort savings for the client.





## Connect with us



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1800-357-202

To know how AssistEdge Discover can help you understand your process data and provide you with the insights required to navigate your transformation journeys, write to us at [contact@edgeverve.com](mailto:contact@edgeverve.com)



### About AssistEdge

AssistEdge Discover unlocks the hidden business value trapped in your processes. It acts as a powerful foundation for enterprises seeking cutting-edge technology, to drive intelligent automation and process excellence. From non-intrusively capturing human-machine interactions to leveraging AI to creating actionable process insights, AssistEdge Discover sets you on the right path to embrace continuous improvement with relentless focus on creating a hyper productive enterprise. Know more: [www.edgeverve.com/assistedge/assistedge-discover](http://www.edgeverve.com/assistedge/assistedge-discover)



### About EdgeVerve

EdgeVerve Systems Limited, a wholly owned subsidiary of Infosys, is a global leader in AI and Automation, assisting clients thrive in their digital transformation journey. Our mission is to create a world where our technology augments human intelligence and creates possibilities for enterprises to thrive. Our comprehensive product portfolio across AI (Infosys Nia), Automation (AssistEdge) and AI enabled Business Applications (TradeEdge) helps businesses develop deeper connections with stakeholders, power continuous innovation and accelerate growth in the digital world. Today EdgeVerve's products are used by global corporations across financial services, insurance, retail, consumer & packaged goods, life sciences, manufacturing telecom and utilities. Visit us to know how enterprises across the world are thriving with the help of our technology.

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