



# Possibilities Unlimited

Implementing AssistEdge RPA enables a global US fast food chain to achieve over 65% ROI

CASE STUDY



# Overview

Our client is one of the world's leading fast food chains and has been operating in over 70 countries since inception of which 90% are privately owned franchises. Despite an intense competition in the market, they continue to hold a strong position by keeping their organizational goal of serving their customers the best quality fast food.

# Opportunity

The client was faced with very low motivation in their Global Business Service (GBS) or the shared services centers due to repetitive, mundane processes. Seasonal demand also required high agent bandwidth. This resulted in 50% employee turnover in the Subject Matter Experts (SMEs) leading to loss of knowledge once the SMEs left the organization or certain departments within or outside the GBS, resulting in poor customer service. Apart from this crisis, the client also faced data inaccuracy as most of their processes were executed manually, resulting in frequent SLA violations. As the client is US-based, SOX compliance is a must and adds extra complexity in the flow of control in terms of authentication and authorization.



# Solution

EdgeVerve's AssistEdge team embarked on this journey with a dedicated exercise to identify the most critical processes for automation so that the project cost can be justified by reduction of employees (onshore/offshore). we on-boarded a Process SME from BPO to understand the process complexities and nuances so as to automate these effectively and offer alternatives wherever applicable. A one-year project plan was prepared with multiple parallel releases across different units [towers] within GBS, to meet the timelines expected by the client.



the collaborative environment between the AssistEdge team and GBS ensured a smooth transition of knowledge and delivery, ensuring seamless customer engagement and service. the automation exercise ensured accurate and on-time processing of activities. AssistEdge also struck new deals with third-party vendors to bridge the existing infrastructure gaps. for example, a form-based web portal was designed to reduce input errors, and a cloud based secure location was proposed for storing artifacts etc.

# Outcome



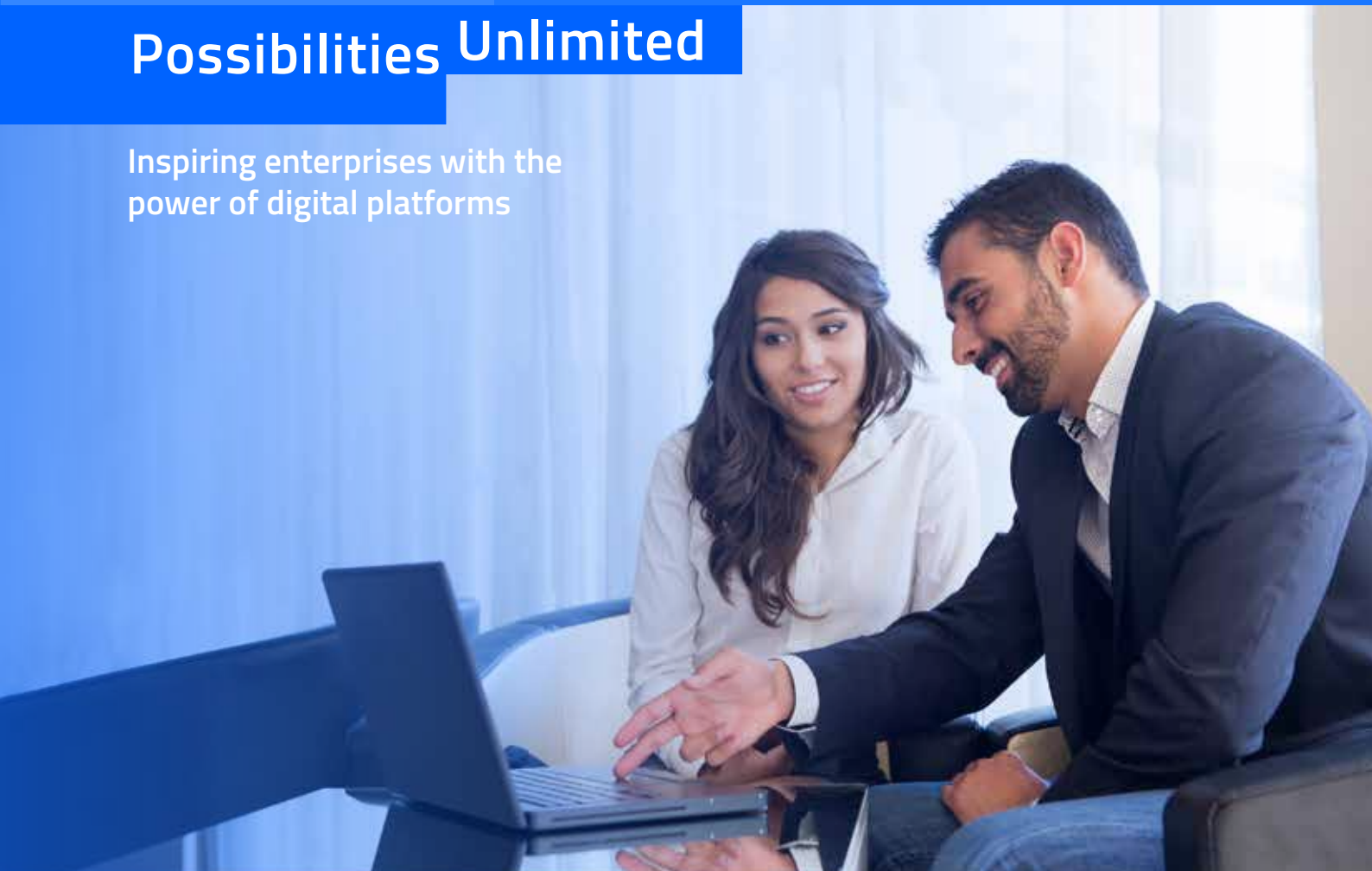
Estimated **19 FTE savings** in first year (onshore/offshore)



More than **65% return** on investment is expected

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Inspiring enterprises with the power of digital platforms



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## About AssistEdge

AssistEdge, the cohesive automation platform brings to life your vision of building a connected enterprise - connecting people, processes, and data. It offers enterprises a comprehensive suite of products enabling them to drive process discovery, intelligent automation, and digital workforce orchestration enterprise-wide. Consistently rated as a leader, AssistEdge supports over 100 global customers in their automation journey powering some of the largest global automation implementations.

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## About EdgeVerve

EdgeVerve Systems Limited, a wholly-owned subsidiary of Infosys, is a global leader in developing digital platforms, assisting clients to unlock unlimited possibilities in their digital transformation journey. Our purpose is to inspire enterprises with the power of digital platforms, thereby enabling our clients to innovate on business models, drive game-changing efficiency and amplify human potential. Our platforms portfolio across Automation (AssistEdge), Document AI (XtractEdge), and Supply Chain (TradeEdge) helps inspire global enterprises to discover & automate processes, digitize & structure unstructured data and unlock the power of the network by integrating value chain partners. EdgeVerve, with a deep-rooted entrepreneurial culture, our innovations are helping global corporations across financial services, insurance, retail, consumer & packaged goods, life sciences, manufacturing telecom and utilities, and more.

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