CLOUD4C
Part of Capgemini

CASE STUDY
Cloud4C RPA as a Service

Cloud4C RPA-as-a-Service Helps Indian Dairy Behemoth Save 40% Process Time and 950 Hours per Month, Across Procurement and Finance Functions



RPA empowers the dairy behemoth in streamlining invoices and payment for 6500 distributors and 7 lakh farmers with 100% accuracy

The Indian Dairy Behemoth operates with a vast network of farmers and milk distributors across the country. Multiple teams ut in hundreds of hours in processing daily incoming data for procurement and finance functions. Our RPA-as-a-Service automated and managed 16 processes with 100% accuracy and limited dependency. Our total ownership of processes ensured seamless milk procurement and supply even during the COVID induced lockdown.

About the Client

- Daily milk production of **1** million litres
- Procurement from **7** lakh farmers across **7500** villages
- **6500** distributors and **7400** kiosks

The dairy enterprise procures about 1million liters of milk from over 7 lakh farmers across 7,500 villages in India. They have a network of 6,500 distributors and approximately 7000+ kiosks across multiple states. The Dairy began production in the 1990s and has been growing consistently

The Challenge

Effort Intensive and Complex Data Conciliation Processes

The day begins at dawn with the milk collection process from 7 lakh farmers. The data from 81 procurement centers with metrics including milk quantity, quality, variant, and saturation level mapped to farmer profile, is sent over emails to the headquarters as the procurement proceeds. A 15-member procurement team spends almost eight hours, every day, in collating, validating, and uploading this data in SAp. At the completion of the process, the finance team is notified to begin to invoicing for around 6,500 distributors and payments to the farmers. The system mandated consistent monitoring for the alert. Also, daily processes consumed over 700 hours of manual effort, exerting undue pressure on the internal teams.

Limited Line of Vision and Delay in Invoicing and Payments

The finance team managed about eleven processes, including milk bill invoices, payment to farmers, salaries, cash collection reports, customer due to reports, and bank reconciliation statements, among others. Most of the processes had to be completed on a daily basis, while others were on a weekly or monthly basis. The manual processes inordinately delayed the cash inflow from profit centers and subsequent payment to farmers. The executives had limited visibility on end-to-end operations. Also, there was a risk of inconsistency and suboptimal accuracy impacting overall revenue.



Milk Procurement and Distribution During Covid-19 Lockdown

In the recent lockdown, the entire country had come to a halt, while essential supplies had to continue unhindered. The restrictions on movement did not allow the teams to be at the office for the procurement and finance functions. However, the essential processes could not be delayed as it impacted timely payment to farmers. The Dairy needed intelligent automation to ensure these processes continue to run without a hitch.

The Solution

Cloud4C supported the Dairy company with RPA as a Service for accurate data management and timely payments. Our experts automated and managed 16 processes, delivering 100% accuracy for on time reporting. The Robotic Process Automation solution provided complete ownership of automated processes and monitored the Robots for precision. Our teams facilitated hassle free milk procurement and finance reconciliation even during the uncertain COVID lockdown.

Intelligent Automation for 100% Accuracy and Swift Payment Reconciliation

We identified 16 time-consuming and complex processes in finance and procurement functions for automation. Our teams documented these processes and deployedRobots to perform the erstwhile manual processes. Intelligent automation ensured payment to farmers, monthly invoicing, cash collection, and cash dues on time. Our solution brought in speed and consistency in processes. What would have consumed over 600 hours a month is now completed in a fraction of time with 100% accuracy.

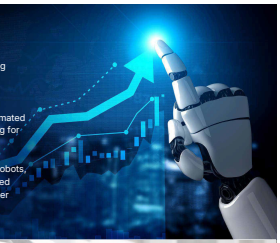
Total Ownership with RPA as a Service

Cloud4C RPA CoE takes complete ownership, right from feasibility study to outcome for intelligent automation.Our solutions designed, executed, and monitored by certified RPA experts, save 950 hours each month, reducing overall process time by 40%. The executives are now empowered to make informed decisions based on accurate and on-time reports. The internal teams, free of manual processes, now focus on qualitative work with high productivity.

Relief to Consumers and 7 Lakh Farmers During COVID Time

Our RPA as a Service helped the client maintain the procurement and billing processes even with restricted movement. Humongous work, which needed hours of human intervention, was now performed by the Robots and monitored by our teams remotely. The Robots performed these processes seamlessly with no dependency for physical verification by the client teams. And thus, the payment to farmers and employee salaries was credited on time, even during the pandemic.

Key Accelerators



- **UiPath Certified Experts** designing and delivering benchmark RPA solutions for customers across verticals.
- **RPA as a Service** for total ownership of the automated processes and expert intervention and monitoring for 100% accuracy.
- **200+ man years of experience** in building RPA robots, helping customers across industries with improved accuracy, zero dependency, time reduction, better compliance and efficient governance.

Results

- **Automated 16** effort-intensive processes for timely output and high efficiency
- **950** hours saved, monthly with zero dependency on internal teams
- **40%** reduction in processing time across procurement and finance functions
- **100%** accuracy in complex and voluminous data as well as reports

Testimonial

"Cloud4C RPA teams have been supporting us for a long time now. The biggest relief was during the lockdown when they ensured uninterrupted operations with intelligent automation and remote monitoring for milk supply. Now we are confident to move ahead with automation for other functions."

Sr. Manager - IT