TECH mahindra

Making Business Transformations Smarter with Smart Intelligent Automation

Overview

A leading oil producing and refining company based in Oman implemented Tech Mahindra's smart intelligent automation technology in a bid to maximize returns on this investment through this technology implementation. The technology involved designing and deploying TechM's robotic process automation (RPA) bots to automate the manual process and introducing focal points to coordinate with business subject matter expert (SME). has been implemented by around 80% of the world's finance leaders, who have observed potential returns on investment between 30% to 200% in the very first year of implementation.

Client Background and Challenge

A leading oil company in Oman had huge data of numbers related to various logistics to process and report. This activity resulted in taking up enormous amount of time and processing of such huge data always resulted in human errors.

By implementing the RPA Bots, the data collection processes, reconciliation of the daily monthly/mass balances and reporting was vastly simplified saving the company an enormous amount of time. The daily mass balance and reporting took 2-3 hours and the monthly part took 2-3 days .

The automation of the processes helped in reducing the human error. Best of all, it allows employees to focus on more meaningful, specialized work.

TechM's smart intelligent automation technology that would ensure huge returns on investment and revamp their business workflow.

The challenges faced by the customer were:

- Manual and time-consuming process
- Limited and manual process controls
- Human errors and accuracy issues

Subject matter expert (SME) availability for process assessment

Absence of process documents and non-availability of test data

Different user interface (UI) screen attributes between ERP production and quality

Additions / modification to process requirements during user acceptance testing

(UAT) Ongoing SAP enhancement paved issues with robotic process automation (RPA)development

Change in process owners/SME due to organization restructuring

Our Approach and Solution

TechM's smart intelligent automation technology helped in automating rule-based and repeated tasks to reduce the human workforce by 20% to 50% and improve accuracy. Our solution included:

- RPA bots designed and deployed to perform automation
- Focal points introduced to coordinate with business SME
- Process recordings, weekly governance meetings and trainings given to business SMEs to eliminate process/knowledge gaps
- Increased accuracy and the speed of execution by 2X through RPA

- Reduced operational expenditure (OPEX) by 20%
- No integration costs and the investments made were recovered faster
- Industry-agnostic, suitable for all verticals and all horizontals
- No integrations with IT systems; UI based automation

Business and Community Impact

Average savings from the automation was equivalent to 1.6Mn USD whereas the Investment was about 1.1 Mn USD

Supported reduction of manual efforts during month closing for hydrocarbon accounting

With the help of unattended bots, 17,000 jobs per transactions automated

By leveraging 23 bots, 198,000 automation hours scalability achieved

By leveraging 5 licenses, 95 processes automated at an average speed of 5 processes per month which led to 95% cost savings

An average of 112 maintenance change requests accommodated during bot development to expedite and meet business stakeholder requirements

To know more, reach us at **vbuoilandgas@techmahindra.com**

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