

WEBINAR

INFOTEAM

How RPA can unlock value for your Infor M3

INFOTEAM
JOB SMARTERE

FORTUDE

Presenters



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Agenda

Defining RPA and IA

Customer Pain Points

Case study - Transforming the finance function for an F&B customer

Impact we've made (use cases)

Business benefits of RPA

Q&A

What is Robotic Process Automation (RPA)?

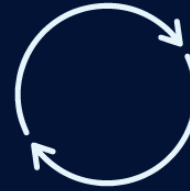
RPA is the process of partially or fully automating human activities that are:



Manual



Rule-based



Repetitive



Time Consuming

The global RPA market size is steadily growing, already reaching \$1.89 billion in 2021 and expected to rise to \$13.74 billion by 2028.



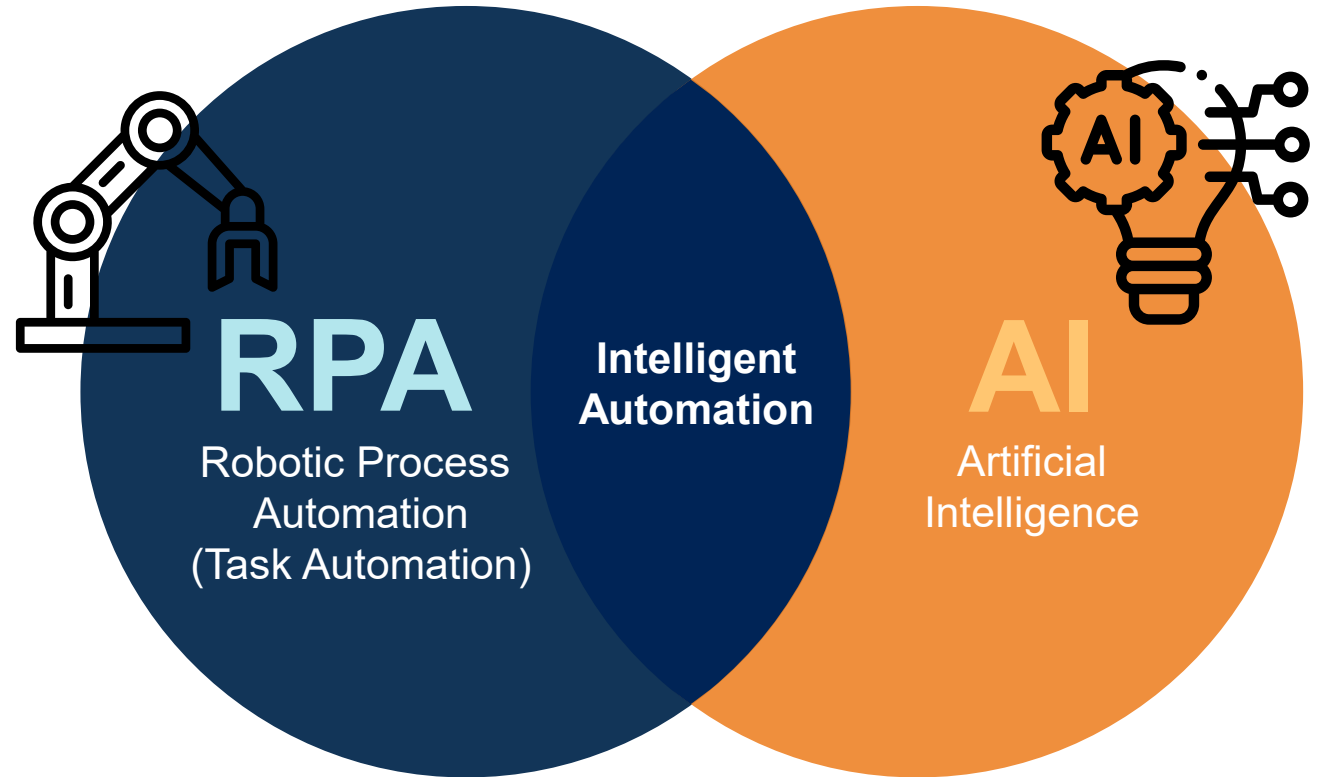
Gartner: Grand View Research

What is Intelligent Automation?

Intelligent Automation (IA)

is a combination of robotic process **automation** (RPA) and artificial **intelligence** (AI).

The two technologies together empower rapid end-to-end business process **automation**, accelerate digital transformation and enhance your robots with AI skills.



Customer Pain Points

- 1 Use multiple applications for the same operation, that aren't integrated
- 2 Have full time employees to extract data from disparate systems
- 3 Manually compile and distribute reports
- 4 Have dedicated staff to cleanse the data that needs to be uploaded to your ERP
- 5 Have knowledge workers who spend a significant amount of their time on mundane and repetitive tasks
- 6 Have a response time of more than a day for customers, vendors or other key stakeholder queries

How Fortude leveraged RPA to transform the finance function for a leading Australian F&B manufacturer on Infor M3

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The impact we've created

Over **\$335,000 USD savings per year** for the client on all automated processes

End-to-end Finance Transformation	Accounts Receivable	Accounts Payable
	70% automated 5 processes	65% automated 4 processes
Costing	GL and Reporting	Fixed Assets
75% automated 2 processes	60% automated 3 processes	100% automated 3 processes



Further outcomes

- Providing an overall cycle time reduction of 90% for all Finance related processes
- Ensuring an accuracy rate of 99%
- Enabling clients to extend operating hours to 24*7
- Freeing up business users from repetitive work
- Boosting customer experience

M3 Specific RPA Use Cases

M3 – RPA Candidate Areas

PO Creation
and Confirm
Purchase Order

PO Creation
and Processing
(GRN) and
Inspection

MO Creation
and FG
Reporting

Distribution
Orders

Bank
Reconciliation

Claim
Reconciliations

Invoice
Processing

Accounts
Payable Set Off

Creating a
Sales Order

User Account
Password
Reset, Lock,
Unlock



Purchase Order
Claims

Inventory
Reconciliations

Accounts
Receivable



Use Case Details

 Automated processes
 On the roadmap to automate



Accounts Receivable

- Update payment records against invoices
- Payment reminders
- Amendments and corrections on payments
- Provisioning
- Accounting for bad debt
- **Inventory Reconciliations**
- **Claim Reconciliations**
- **Invoice Processing**
- **Collection**
- **Reporting**

- Invoice generation
- Reverting to suppliers for invoice variances
- Inserting PO details to system
- Handling manual account payables for invoices (Ex: Electricity)
- Payment approvals
- Payments and fund transfers
- Supplier advance payments
- **Inventory Reconciliations**
- **3-Way Matching**
- **Payment**
- **Reporting**



Accounts Payable



Costing (Financial Controlling)

- **Inventory Reconciliations**
- Follow-up of costing variances
- **Reporting**



GL and Reporting

- Maintain charter of accounts
- Maintain new cost and profit centers
- Foreign currency balances
- Manual allocations
- Accrual process
- Prepayments
- **Bank Reconciliation**
- **Inventory Reconciliations**
- **Reporting**



Fixed Assets

- **Creating, managing and depreciating assets**
- **Inventory Reconciliations**
- **Reporting**

Deep dive into a few use cases!

Trade Spend process

The UiPath-based RPA solution implemented by Fortude increased the efficiency and accuracy of the Trade Spend process for a leading Australian food & beverage manufacturer.



- Accurately identifying the claims to be processed without manual intervention.
- Fetching Claim Files by logging into different customer portals.
- Extracting claim details from various PDF Claim Files with precision and accuracy.
- Matching claim details with multiple reports and files to calculate processing amounts.
- Identifying business and system exceptions with proper error handling mechanism.
- Processing Claims in ERP Infor M3 system and generating extensive summary reports for decision-making.
- Reducing the manual processing time of 150+ man-days per annum to zero.

Man-Days
Saved
Per Annum

150+

Accuracy **99%**

Operational
hours **24*7**

Customer Delight -
Eliminate daily processing
hassle & improved
accuracy

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Inventory Reconciliation

The UiPath-based RPA solution implemented by Fortude increased the efficiency of the inventory reconciliation process for a leading Australian food & beverage manufacturer.



- Reduced reconciliation processing time from 3-4 hours to 10-20 minutes.
- Enabled any user to perform reconciliation tasks, without relying on experts.
- Allowed the finance department to schedule and execute reconciliation tasks daily.
- Eliminated the burden on the month-end process by early and frequent identification of inventory value discrepancies.
- Reconciliation reports were shared with a set of recipients daily via email.
- Once the inventory value discrepancies were corrected, a new reconciliation process for the current date was run using the UiPath Orchestrator.
- The customer was able to upgrade M3 without disrupting business operations.

Cycle Time
Reduced **90%**








Accuracy **99%**

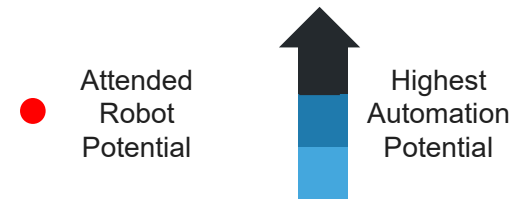
Operational
hours **24*7**

Customer Delight -
Reduced Month end
hassle

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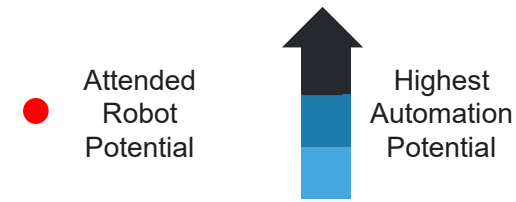
Process Heatmap: Finance Source to Pay

Manage procurement activities	Purchase good & services	Receive goods & services	Process invoices	Process payment	Generate reports
Measure performance 	Create and submit requests	Process receipts	Manage invoice collection & entry	Run payment process	Generate standards reports 
Manage vendor master	Create purchase orders	Receive goods & services	Manage electronic invoicing	Complete initial payment review 	Distribute and manage reports
Measure performance	Submit purchase orders to vendors	Manage discrepancies and returns	Validate and handle invoice data	Handle payment reconciliations	Measure performance
Measure performance	Manage requisition approvals 	Manage inventory 	Submit transactions for processing	Measure performance	Measure performance
	Manage purchase order approvals 		Manage matching discrepancies 		



Process Heatmap: Finance Order to Cash

Customer onboarding	Assess and manage credit	Manage quote to order	Process and fulfill order	Invoice customer	Process A/R & collections	Manage cash
Create & update product master	Establish credit and risk strategy, process & Policies	Identify, manage and qualify leads	Process order	Generate invoices	Manage cash applications ●	Prepare and review daily cash
Set up customer in system(s)	Develop and manage reports	Create & manage customer orders	Manage shipping & inventory ●	Manage billing	Conduct aging & bad debt analysis ●	Perform balance reporting
Manage customer data	Conduct new customer credit assessment ●	Create initial sales quote	Process returns & exchange ●	Post receivables to General Ledger	Create and manage reports	Collect bank reconciliations
Create and manage reports ●	Perform cred checks	Create and manage reports ●	Create and manage reports	Create and manage reports ●	Manage customer collections	Create and manage reports
Review and accept customer applications		Prioritize opportunities	Manage rebates and chargebacks ●	Create invoicing process & policies	Develop A/R & collections, strategy, process & policies	Monitor banking performance
Manage terms & conditions		Approve pricing, discounts & promotions	Create order management, strategy, process & policy		Issues statement	Develop cash management strategy, process & policies
Negotiate pricing, terms & conditions		Negotiate and finalize sale ●	Manage orders			
Manage customer contracts						



Business benefits of RPA



Higher accuracy

57% say RPA reduce manual errors.



Happier employees

57% of executives say RPA increases employee engagement.



Increase throughput

Robots are faster than humans and can work 24/7.



Easily scalable

As your organisation grows, you can scale up the power of robotic automation to match your changing needs.



Major cost savings

Companies across industries and around the world report that RPA drives rapid, significant improvement of business metrics.



Boosted productivity

68% of global workers believe automation will make them more productive.



Greater resilience

RPA robots can ramp up quickly to match workload peaks and respond to big demand spikes.



More value from personnel

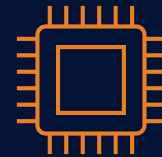
60% of executives agree RPA enables people to focus on more strategic work.

UiPath 2005-2021, Robotic Process Automation(RPA), viewed 2nd May 2021, <<https://www.uipath.com/rpa/robotic-process-automation>>

How to start your RPA Journey?

Step 01 :

Candidate Identification Process >> Automation Eligibility



RPA

Step 02 :

Provide Recommendations >>

Discovery Deliverables



RPA Candidate List



ROI – Calculation



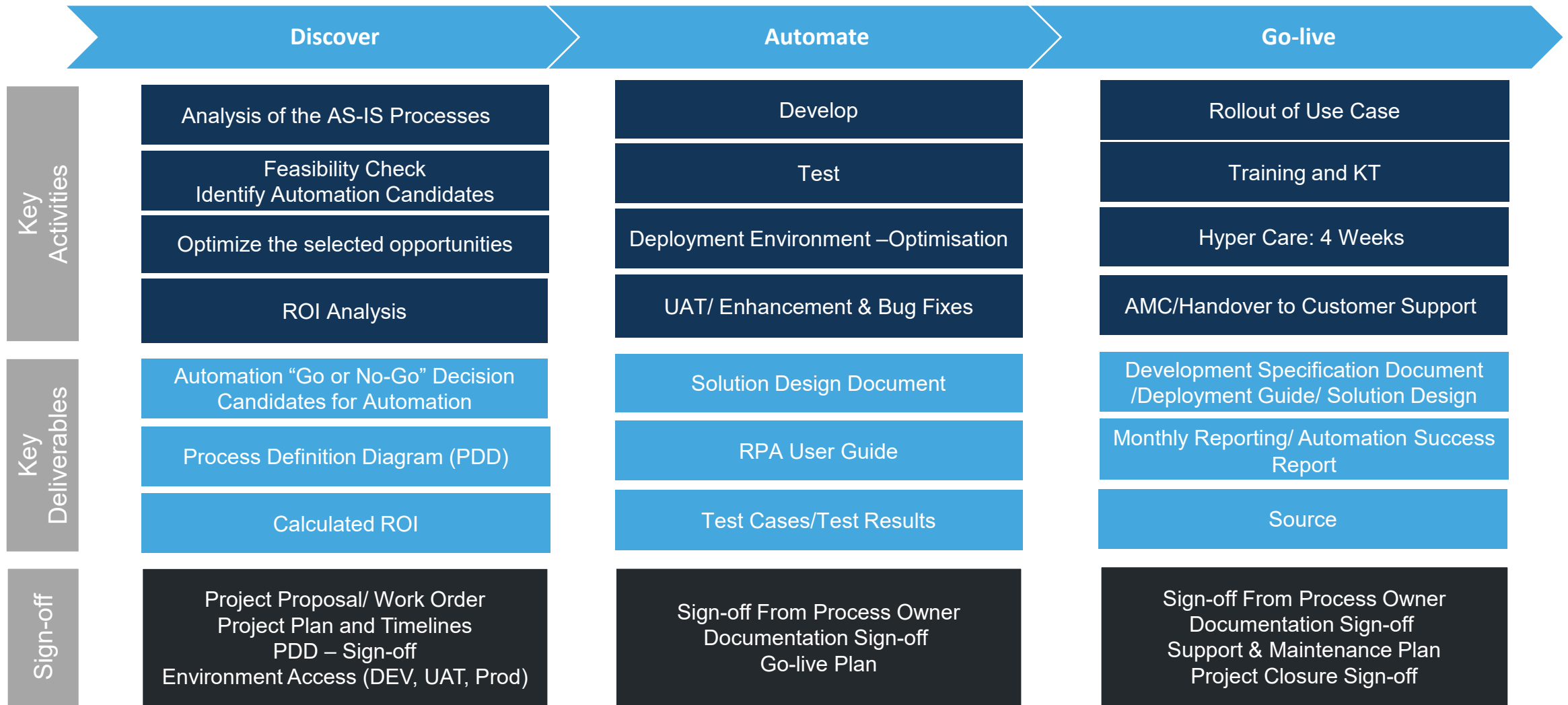
Define RPA Roadmap
(Prioritise activities and develop delivery plan)



Recommend tech stack

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Fortude Automation Framework



Q&A



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Deliver Solutions That Matter

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