



Case Study

RPA-Led Digital Transformation of a Pharmaceutical MNC

Client

The client is one of the largest pharmaceutical companies in the world, with over 10,000+ employees, and operating in more than 140 countries.



Challenge

- Manual reconciliation and resolution involving multiple regions and checks in each region caused processing errors
- Increased volume of work and manual processing led to delays and vendor/customer dissatisfaction
- Repetitive nature of work led to high levels of work dissatisfaction and demotivation among SMEs



LTIMindtree Solution

LTIMindtree conducted joint sessions to help the client choose the right automation tool for RPA implementation, using our ARCoT Framework. Implementation of pilot with UiPath was done for processes in SAP eSourcing to create/maintain source lists, modify line items, review request information, and check prerequisites and GR/IR reconciliation. We also set up an Automation COE hub for them. LTIMindtree also designed bots to:

- Generate a GR/IR reconciliation report to act on any open POs due to missing or pending balances
- Automate manual updates to Indirect POs required by the finance department as part of the global Enhanced Transparency Capabilities (ETC) Initiative



Business Benefits

1. 40% reduction in processing time
2. 99% accuracy achieved
3. 66% reduction in average handling time
4. Elimination of multiple data reconciliation efforts by various teams
5. Financial data integrity, control, and sanity across systems

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