

Case Study

Introduction:

Our client is a prominent manufacturer and distributor of electrical panels. With its headquarters in the USA, the company was established in 1993 and currently oversees multiple subsidiaries across the Globe. It operates through three main business segments: Residential Products, Industrial and Infrastructure Products, and Renewable Energy and Conservation.

Problem Statement:

The Production of electrical panels is impacted due to missing design documents from customer orders. This causes a considerable delay in the manufacturing of customer orders as per design requirements. Since there is no acknowledgment sent to the customer about missing drawings or incorrect documents, this might impact customer service very badly. Hence the solution is required to handle a smooth production process.

Solution offered:

iRPA (Intelligent Robotic Process Automation) offers a solution to ensure the smooth handling of production activities.

As soon as the customer places an order in SAP which called as a Sales Order. The material planner will run MRP and convert requirements into production orders. iRPA application (BOTS) checks all the production orders and identify orders with design documents, then places the design documents into an FTP folder and sends an Acknowledgement to the customer.

If the sales order doesn't have relevant design documents, the log file is generated and sent to the log Folder. The Customer will be notified through an about missing drawings with the error log.

Customer Key benefits :

- ❖ The timely availability of design documents for production
- ❖ Complete Automation of the production process (Make To Order)
- ❖ Manual errors can be avoided
- ❖ Avoid production delays due to lack of design documents

Business Function:

- OTC
- PTM

Technologies used:

- ✓ SAP S/4 HANA
- ✓ SAP BTP
- ✓ iRPA (Intelligent Robotic Process Automation)
- ✓ Java Script

Conclusion: Overall, iRPA is a powerful tool that can help you to offer a range of SOLUTION options to customers without having to create multiple manual processes. However, it does require careful planning and setup to ensure that it works effectively for your business.

Tecnicos is a Trusted advisor to customer and supports with 30+ SAP consultants working to meet the customer requirements and project Implementations.