Beam Suntory

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About Client:

Beam Suntory has grown into a global leader in premium spirits. Underpinned by their vision of Growing for Good and the commitment to drive premiumization, platforms, and purpose, Beam Suntory aims to be the World's Most Admired, Fastest-Growing Premium Spirits Company.

Location:

Chicago, Illinois, USA

Point of Contact:

Terry Mikula
Director-Global Strategy & Automation

RPA Platform Used:

Automation Anywhere 360

01 Automation Opportunity

Purchase Orders received for Germany, Korea and Singapore customers need to be appended to SAP as Sales Orders. The TAT for each transaction is for 1 min.
Data Extraction for Virginia and PDF are extracted and the data is entered into Web portal. The TAT for each order is 45 se per iteration.

02 Challenges

Due to high volumes there were frequent SLA impacts. Additionally, region-wise standard operating procedures were not in place for generating the Sales Orders in SAP that added to the complexity in manually handling the volumes.

03 Solution Implemented

- RPA Team implemented a scalable database driven approach as below:
- The requested PO's were fetched from SharePoint in the form of an excel source file and appended to SQL Database
- Each request was processed in SAP on multiple VM's to cater to high volumes
- A standard operating procedure was defined by the RPA team at the Country level that catered to
  1. Sales Orders getting created in SAP as per the currency and pricelist based on Country
  2. PDF extracted from SAP and later was inserted into the web portal.
  3. Multiple Country-wise checks in place w.r.t.
     1. Credit check
     2. Product verification check
     3. Price check that takes care of any discounts provided.

04 Benefit Realisation

- 100% accuracy achieved in generating the Sales Orders
- High reduction in SLA impacts
- 20 FTE's were reduced post automation
- Increase in the overall process efficiency