# Hyperautomation & the Future of Business

How Companies in Aerospace, Automotive, High Tech, Logistics, and Energy Sectors Can Stay Ahead

Hyperautomation is not a passing trend, but a true *game-changer*. Small and medium-sized enterprises will be the driving force behind this revolution, followed by major players in logistics, automotive, aerospace, high tech and energy sectors. Companies that fail to embrace this technology risk being left behind in an increasingly competitive landscape.

Hyperautomation allows companies to focus on more strategic and value-added activities, and improve their decision-making by providing real-time insights and analytics on business operations. Small and medium-sized businesses are expected to embrace hyperautomation at a much faster rate than larger organizations due to lesser implementation complexities. With successful use cases emerging from small and medium-sized enterprises (SMEs) in different industries, vendors offering hyperautomation platform as a service (PaaS) are beginning to target SMEs.

On the same account, hyperautomation can also be a powerful technology for organizations outside the banking, financial services and insurance (BFSI) and healthcare sectors to streamline their operations by reducing costs, increasing productivity, and allowing them to remain competitive in the digital era.

In this Intelligence Brief (IB), we look at the potential of hyperautomation when adopted by small and medium-sized enterprises and by players in the aerospace, automotive, logistics, high tech, and energy sectors. The report includes valuable insights on how to capture new market segments and, at the same time, highlights the various ways in which these industries can benefit from the hyperautomation technology and increase their efficiency.

# As a rapidly growing technology trend, hyperautomation is transforming the way businesses operate.

**By combining artificial intelligence (AI), robotic process automation (RPA), and machine learning (ML), hyperautomation enables organizations of any size and industry to automate complex processes, freeing up time and resources, reducing costs, and shifting the focus to more strategic initiatives.**
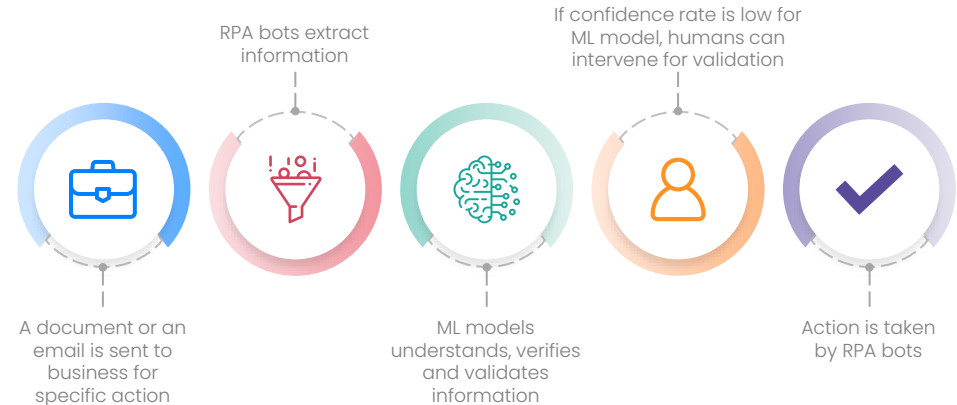
**60%** of companies use some form of hyperautomation, with the financial services and insurance sectors leading the way in terms of adoption.

**50-70%** of companies reported cost reductions through the automation of manual and repetitive tasks, freeing up staff time to focus on higher-value tasks.

RPA bots extract information

If confidence rate is low for ML model, humans can intervene for validation

A document or an email is sent to business for specific action

ML models understands, verifies and validates information

Action is taken by RPA bots

**Figure.** The above example describes a simple hyperautomation process flow in which documents or emails are collected by an RPA bot and automatically processed by a ML model. At the end of this process, another RPA bot can send the validated and machine-enriched information to the next phase of the overall process.
Source: AImultiple

The growing adoption of hyperautomation will have a significant impact on a variety of industries and is expected to grow even further as organizations seek to increase their competitiveness in today's digital economy.

**The hyperautomation market is expected to reach**

# $26bn

by 2027

**The global hyperautomation market size is expected to grow at a**

# 23.1%

CAGR until 2027

**The hyperautomation market is expected to register a**
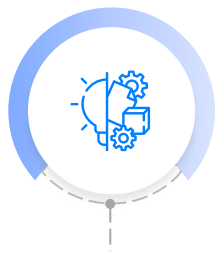
# 11%

revenue increase by 2025

**The hyperautomation market is predicted to create**

# 2.7m

jobs by 2024

The banking, financial services, insurance (BFSI), and healthcare sectors have been the early adopters of hyperautomation solutions. However, new opportunities have emerged for companies in other sectors and for SMEs to leverage existing hyperautomation solutions to improve their daily operations.

**Companies that have successfully implemented hyperautomation have typically been quick to adapt to this new technology. Some trends that have emerged include:**

## Low Code App Development

Open source and easy-to-integrate platforms are being developed by many vendors for an easier onboarding of new companies.

## Novel Use Cases

Hyperautomation has been mainly adopted by large firms where successful use cases are already known. With the emergence of novel use cases, wider adoption is expected that will have SME exploring new hyperautomation solutions.
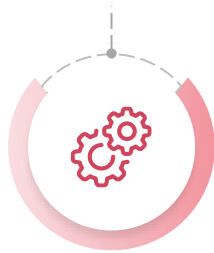
## Adoption of ERP Processes

RPA integration in ERP (Enterprise Resource Planning) systems will be crucial for a simpler implementation of hyperautomation tools in companies already familiar with SAP, SAP-like, or similar ERP systems.

## Employee Awareness & Training

Employees' empowerment through training, awareness, and certifications is central to a smoother transition from existing platforms and systems to hyperautomation tools.

By doing this in advance, companies will reduce employees' resistance to new ways of working and to the challenges that hyperautomation can bring.

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Prioritizing hyperautomation will be a major differentiator for organizations – big or small – from any industry, as organizations that embrace Hyperautomation solutions will be better positioned to compete in the digital economy, improve customer experiences, and increase efficiency and productivity.

## Enhanced Efficiency and Productivity

By automating mundane, operational tasks, companies can free up their employees' time who can focus on higher-value and more complex projects. Hyperautomation, with the support of artificial intelligence and machine learning, will also help companies with data analysis which can provide insights that will improve customer service and decision-making processes.

## Cost Reduction

Although there is an initial investment to set up hyperautomation solutions, long-term savings can be significant and higher than the investment done to implement the hyperautomation solution in the first place.

## Prepared for the Future

With the rapid pace of changes in the business world, it's more important than ever for companies to be agile and adaptable. Hyperautomation solutions are doing exactly that by making it easier for companies to change and adapt their processes in a fast and easy way, whenever necessary.

For companies to fully realize the benefits of hyperautomation, it is imperative that they have a clear strategy, the right technology, and the right skills and capabilities in place.

By following some preliminary steps, organizations can ensure a successful hyperautomation implementation that delivers the desired outcomes and benefits while minimizing the risk of failure.

### Identify tasks that can be automated

Determine the most significant business processes that can be automated by reviewing the existing approaches and prioritizing those tasks that are manual, repetitive, time-consuming, prone to errors, and that could be easily automated.

### Develop a strategy

Clearly define the company's goals and objectives for the hyperautomation development, including expected benefits and outcomes.

### Determine the best technologies to use

Choose the tools and hyperautomation solutions that are better adapted to the company and its expected results.

### Build a cross-functional team and provide training and support during the transition process

Companies must put together a team of experts from different departments to ensure that the hyperautomation solution is built towards the set objectives, but also to ensure the success of the hyperautomation implementation. It's crucial to offer training to all impacted employees beforehand so they can feel comfortable with the new system and feel they are receiving the needed support to help them adjust to the new reality.

"

RPA and hyperautomation have existed for many years but it's been a privilege only for enterprise companies. Because of the lack of developers and knowledge, and the high associated costs, it has only been accessible to big companies. Hyperautomation can, indeed, be very expensive especially if we are talking about RPA solutions. With years of development, we are now starting to see a lot of artificial intelligence and machine learning solutions that can be cost-effective and, thus, adopted by SMEs.

## Wasim Dia

Solution Consultant, Magic, Inc.

# 01

## Hyperautomation & Small and Medium-sized Businesses

# Small and medium-sized businesses are expected to embrace the hyperautomation ecosystem at a much faster rate due to lesser implementation complexities.

Small and medium-sized enterprises (SMEs) typically have less bureaucracy and fewer processes than larger companies, resulting in a shorter lead time to develop and implement a hyperautomation ecosystem. This is one of the primary reasons why SMEs find it easier to adopt new technologies compared to larger enterprises with more complex needs and processes.

Another compelling reason for SMEs to embrace hyperautomation solutions is the potential for a significant return on investment (ROI). SMEs can take advantage of pre-existing hyperautomation solutions, resulting in lower investment costs. Additionally, the latest hyperautomation tools are designed to be intuitive and user-friendly, making it easier for SMEs to automate their business processes quickly and efficiently.

### The Speed of Decision Making Drags at Big Companies

Average number of days to get a decision on a nonbudgeted expenditure



Size of respondent's company (employees)
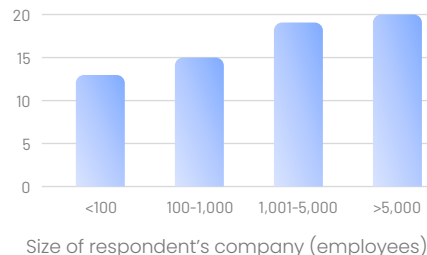
Percentage indicating that bureaucratic behaviours are often observed



Size of respondent's company (employees)
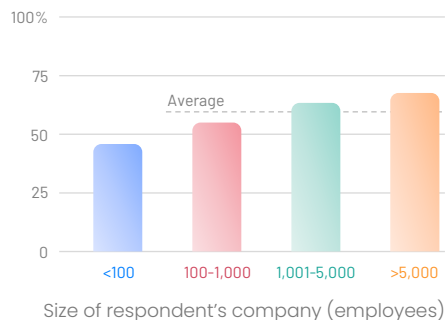
### Executives Spend Too Much Time Dealing with In-House Matters

Percentage of time spent interacting with leaders on internal issues (e.g., Securing resources or getting approvals)



Size of respondent's company (employees)

<100     100–1,000     1,001–5,000     >5,000
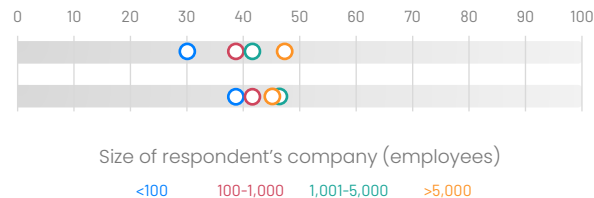
Data source: HBR

# However, SMEs still face some adoption challenges when deploying hyperautomation solutions.

**Need for a Complete Visibility of all Processes**

Identifying processes that can be automated, although time-consuming, is mandatory to create use cases.

**Cybersecurity Risks**

Additional investment is needed to ensure the company's protection against security breaches that might jeopardize data privacy.

**High Cost**

The full deployment of an hyperautomation ecosystem involves high capital expenditures and operating costs.

**Regulatory Constraints**

Compliance requirements might increase deployment difficulty in specific industry sectors.

**People Adoption**

Changes in standard operation processes and KPIs and the need to learn new ways to do the same work can make the deployment more difficult inside an SME.

# Still, the potential and impact of hyperautomation for SMEs is incredibly high: lower costs, higher productivity, better service, and improved decisions.

Hyperautomation can significantly impact how SMEs operate and compete by helping them to improve efficiency, reduce costs, and increase their ability to handle complex tasks and processes.

## Benefits of hyperautomation for SMEs:

Ability to **automate** repetitive and mundane tasks, freeing employees to focus on more strategic and value-adding activities. The result will be increased efficiency and productivity as well as improved job satisfaction.

Help to **reduce errors and costs** associated with manual processes. For example, by using automated data entry and validation, SMEs can reduce the risk of errors and ensure that information is accurate and consistent. This can also help to reduce costs associated with errors and rework.

**Improve customer service** by automating tasks such as responding to customer inquiries and complaints, which can lead to faster response times and improved customer satisfaction.

Assistance in handling **complex tasks and processes**, such as data analysis and decision-making. This enables SMEs to gain insights and make better decisions, leading to increased competitiveness and growth potential.

"

Hyperautomation is normally adopted by medium and large-sized firms. And at the moment, according to a report from Gartner, there is an increased demand for hyperautomation solutions from clients in the BFSI sectors. That means banking, finance, and insurance companies are basically the ones implementing hyperautomation right now. However, given its benefits in terms of increased productivity and efficiency and cost reduction over time, we can expect hyperautomation to expand to industries in sectors like aerospace, automotive, high tech, supply chain, and energy.

## Vishal Shaw
Intelligent Automation / RPA Consultant at EY

# 02

# Hyperautomation & Aerospace, Automotive, High Tech, Logistics, and Energy Sectors

Small and medium-sized enterprises are not the only ones that can gain benefits from hyperautomation. The aerospace, automotive, high tech, logistics, and energy sectors can also leverage the benefits of hyperautomation.

### Hyperautomation Overall Impact



**Table.** How 3 experts ranked the overall impact of hyperautomation on various sectors.

The **logistics and supply chain** sector is expected to fully adopt the hyperautomation ecosystem **in 3 years**. The **automotive** and **energy** will transition to hyperautomation processes in about 3-5 years.



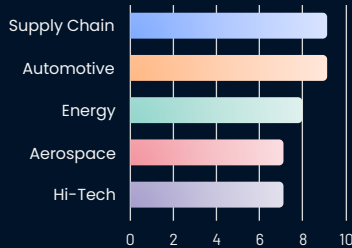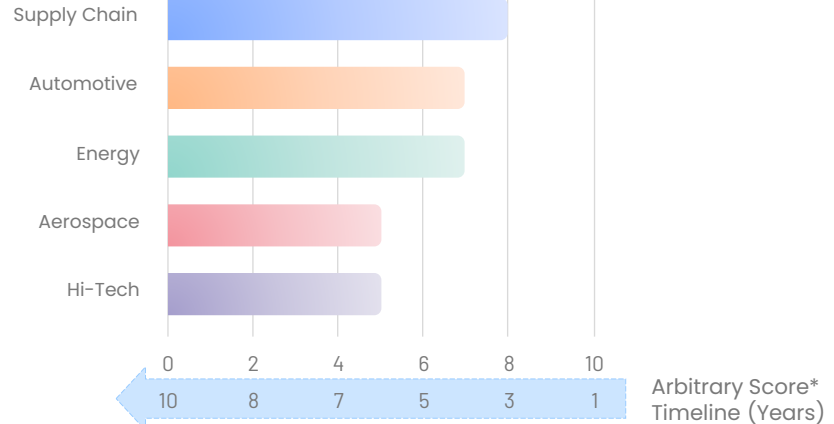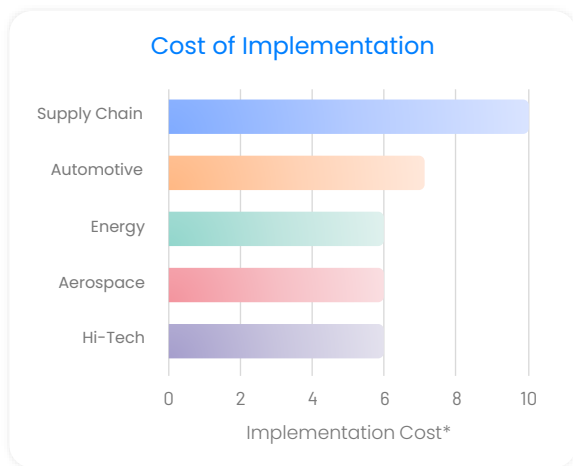| Arbitrary Score* | 0 | 2 | 4 | 6 | 8 | 10 |
| Timeline (Years) | 10 | 8 | 7 | 5 | 3 | 1 |

*Higher the score, lower is the timeline*

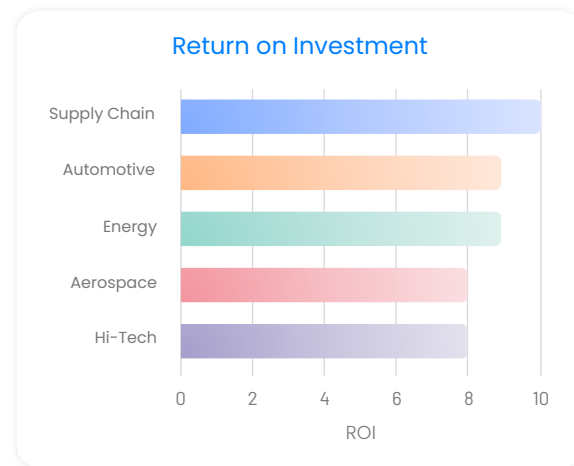**Table.** How 3 experts forecast the hyperautomation adoption timeline.

# Additionally, with lower implementation costs and a higher ROI, logistics and energy sectors are poised to be the next in line for the big hyperautomation transformation.

According to the Subject Matter Experts PreScouter interviewed, with only three years of adoption time, a relatively low cost of implementation, and a considerable ROI, companies in the logistics sector will start deploying hyperautomation solutions to optimize routes, reduce costs and improve efficiency.

Besides the fact that new use cases are continuously emerging from players in different industries and vendors offering hyperautomation tools as a platform as a service (PaaS), it is expected that more companies will adopt hyperautomation to stay competitive and improve operations.

## Cost of Implementation

| Industry | Implementation Cost* |
|---|---|
| Supply Chain | 10 |
| Automotive | 7 |
| Energy | 6 |
| Aerospace | 6 |
| Hi-Tech | 6 |

## Return on Investment

| Industry | ROI |
|---|---|
| Supply Chain | 10 |
| Automotive | 9 |
| Energy | 9 |
| Aerospace | 8 |
| Hi-Tech | 8 |

*Higher the score, greater is the cost*

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# The Potential Future Impact of Hyperautomation Across Industries

## Logistics/Supply Chain

Hyperautomation tools are expected to have the highest impact on the logistics and supply chain sector due to demonstrable use cases in material movement, documentation processing, inventory & warehouse management.

## Energy

Centralized automated document processing of various metes, automated report generation to reduce manual work, and intelligent bots to handle customers are believed to be the most common use cases of the hyperautomation of the energy sector.

## High Tech

The lowest impact expected for this industry among the five is due to the traditional nature of the industry. Data science and industrial automation are the best areas to enter this space where repetitive tasks are high.
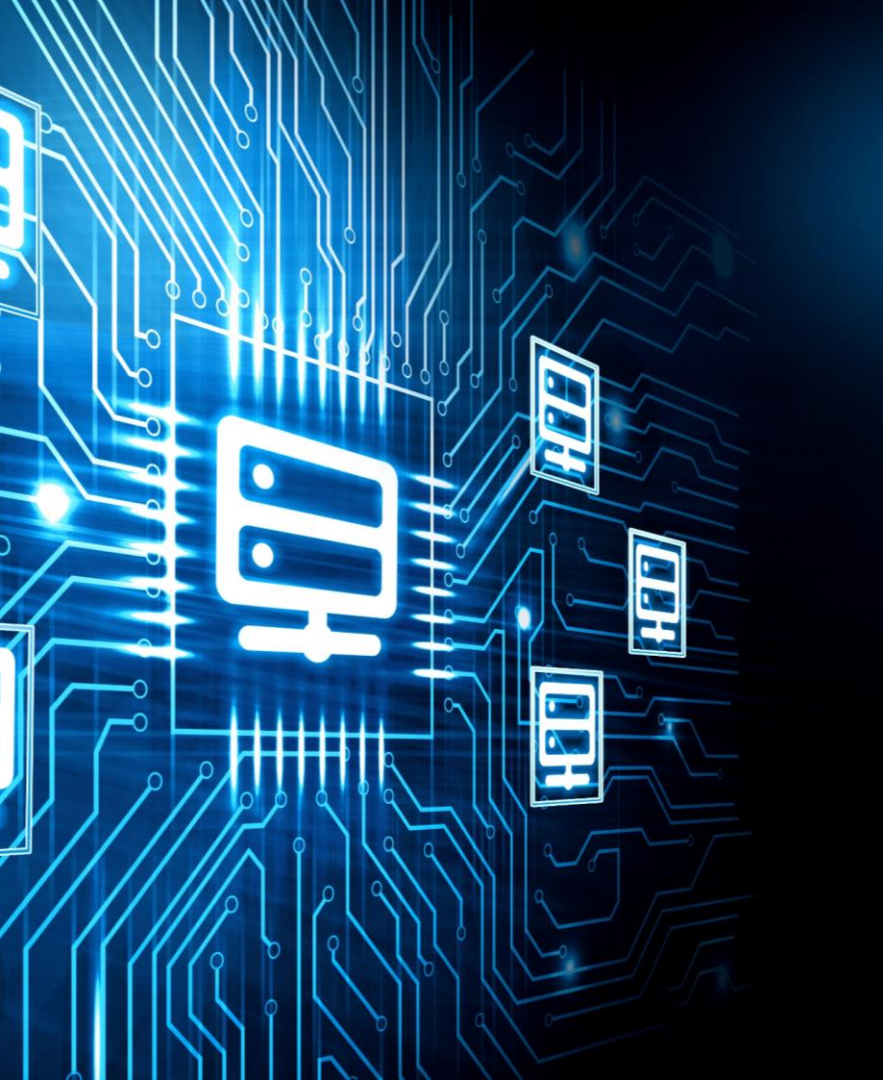
## Aerospace

Adoption in the aviation sector is likely to face challenges due to regulatory and compliance hurdles. Ironically, regulatory and compliance management is the area where hyperautomation is expected to play a higher role.

## Automotive

Significant impact can be expected in the automotive sector as well: hyperautomation be responsible for mundane and repetitive tasks like purchases and will help with manual work reduction and error-free accounts receivable/ payable in the supplier-OEM ecosystem.

# 03

# Hyperautomation Potential Use Cases and Impacts

**For industries in the aerospace, automotive, high tech, logistics and energy sectors**

# Summary of the key use cases across 5 sectors

## SECTORS

## POTENTIAL KEY USE CASES

| Sectors | Potential Key Use Cases | | | |
|---|---|---|---|---|
| Logistics / Supply Chain | Warehouse Management | Inventory Management | Pricing Forecast | Customer Service |
| Energy | Customer Service | Records & Reporting | End to End Documents Processing | Regulatory & Compliance Management |
| High Tech | Quality Audit/Control | Demand Forecast | End to End Documents Processing | Fault Detection & Risk Management |
| Aerospace | Regulatory & Compliance Management | Fault Detection & Risk Management | Data Digitization, Processing & Security | Supplier Accounts Management |
| Automotive | Supplier Accounts Management | End to End Documents Processing | Supply Chain Management | Fault Detection & Risk Management |

# Logistics / Supply Chain

Prioritizing hyperautomation will be a major differentiator for organizations – big or small – from any industry, as organizations that embrace Hyperautomation solutions will be better positioned to compete in the digital economy, improve customer experiences, and increase efficiency and productivity.

The logistics will be the most uncomplicated industry to adopt hyperautomation solutions, with use cases going from warehouse storage, importing, and delivery to keeping track of stock and allowing continuous visibility of products not just through RPA but using more than one technology.

Hyperautomation in the logistics sector will be especially important when applied to reverse logistics.

**The 4 main use cases of hyperautomation in the logistics sector:**

| | | | |
|---|---|---|---|
| **Warehouse Management** | **Inventory Management** | **Pricing Forecast** | **Customer Service** |

## Warehouse Management

# Hyperautomation improves trade consultancy response time by **80%**

**hours saved per analyst**

# 800 h

**improvement in response time**

# up to 80%

### The Company

**Inter Aduaneira**, a trade consultancy company with annual revenue of **$56 million**.

### The Challenge

High levels of manual work and, therefore, human error risk could result in fines and delivery problems for the company.

### The Approach

Implementation of a **Robotic Process Automation (RPA)** solution to automate the shipment tracking process by collecting the information from multiple documents and uploading it to the government system 24/7.

## Inventory Management

# Logistics services company saves more than 12K hours per year in routine manual work with RPA solution

**hours of routine manual work saved in one year**

## 12,345 h

**minutes saved per day in a single process**

## 60 min

**processes automated in 38 areas and 6 regions**

## 80

### The Company

**Schnellecke Logistics**, a logistics services company specialized in the automotive industry.
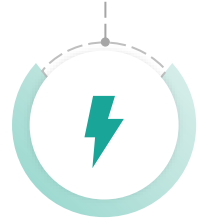
### The Challenge

Need to reduce hours spent on manual and highly time-consuming invoice checking process.

### The Approach

Implementation of a **Robotic Process Automation (RPA)** solution to automate the process of invoice checking and relocation, as well as other SAP processes.

# **Energy**

# Hyperautomation can enhance sustainability in the energy sector by automating management processes, reducing energy consumption, and reducing the environmental impact of energy production and distribution.

Hyperautomation will have the highest ROI in the energy sector due to recent government regulations/policies on sustainable approaches and the fact that the industry requires $CO_2$ monitoring from various sources of environmental pollution.

## The 4 main use cases of hyperautomation in the energy sector:

| Customer Service | Records & Reporting | End-to-End Documents Processing | Regulatory & Compliance Management |
|---|---|---|---|

# Energy supplier implemented RPA solution and avoided 19 new temporary hires

**high-density robot licenses serving 260 automations**

## 16

**man-hours saved across the group**

## 16,000 h

**temporary new hires avoided**

## 16

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### The Company

**Ignitis Group**, a Lithuanian state-controlled energy supplier.

### The Challenge

Manual and time-consuming customer email checking processes.

### The Approach

Implementation of a **Robotic Process Automation (RPA) solution** to increase business efficiency while reducing operating costs.

## End-to-End Document Processing

# Hyperautomation solution reduced the order processing time of energy multinational from 4 hours to 2 minutes

**minutes for order processing (from 4 hours before bots implementation)**

# 2

**days to develop the RPA bot**

# 2,5

### The Company

**Schneider Electric**, a multinational company operating in several fields, from power and IT room management to simulation and optimization and Energy management.

### The Challenge

Improve the efficiency of the Supply Chain processes to reduce time-consuming tasks that didn't add extra value.

### The Approach

Implementation of **Robotic Process Automation (RPA) bots** in the supply chain process.

## End-to-End Document Processing

# £1,2m savings in the 1st year after hyperautomation implementation in energy global manufacturer

**hours of repetitive tasks saved that allowed employees to focus on value-generating tasks**

## 14,000

**savings in the 1st year**

## £1,2m

**faster invoice verification time**

## 36x

### The Company

**Kohler SDMO**, a global manufacturer of generating sets for residential, industrial and marine markets, gasoline, gaseous and diesel engines, and uninterruptible power supply solutions.

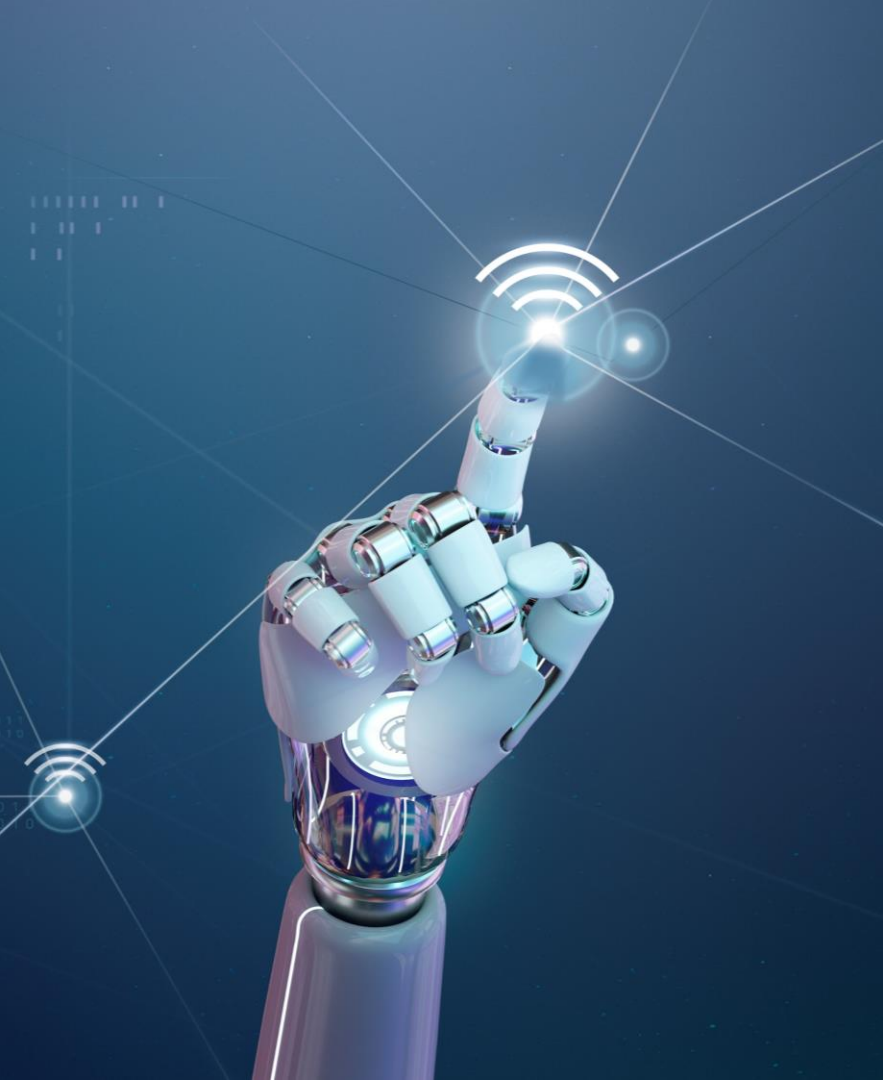### The Challenge

Labour-intensive tasks, prone to errors, that required multiple workarounds to beat system limitations.

### The Approach

Implementation of an **OCR engine** and **bot** to fully automate invoice processing systems.

# High Tech

# Hyperautomation can enhance high tech companies' processes by automating repetitive tasks, reducing manual effort, and improving the accuracy and consistency of results.

In the high tech sector, data science and industrial automation are the best use cases to start with.

Hyperautomation can specifically enhance cybersecurity by automating security processes and reducing the risk of human error, providing real-time threat detection and response, and improving incident response times.

**The 4 main use cases of hyperautomation in the high tech sector:**

**Quality
Audit/Control**

**Demand
Forecast**

**End-to-End
Documents
Processing**

**Fault Detection &
Risk Management**

## End-to-End Documents Processing

# 2,500 hours saved per month on an energy sector company that installed 80 bots to automate processes

**hours saved per month**

## 2500 h

**bots created**

## >80

### The Company

**NGRi**, a Danish company in the consumer-owned energy industry with 1,5K employees and an annual revenue of $144M.

### The Challenge

Increase agility by reducing the manual work in the internal billing process to reduce potential customer loss and also to quickly accommodate any regulatory changes.

### The Approach

Implementation of a **RPA bot** to automate the billing system processes.

**End-to-End Documents Processing**

# Fortune 500K company in the hybrid cloud sector save $350K in 3 months with hyperautomation

**saved in 3 months**

## $350k

**full-time employees transferred to higher-value positions**

## 8

**straight-through-processing rate**

## 75%

### The Company

Fortune 500 company leader in hybrid cloud data center storage solutions.

### The Challenge

Huge manual workload led to inconsistencies and impacted customer support.

### The Approach

Implementation of a **bots infrastructure** capable of automating 50% of the existing process.

## End-to-End Documents Processing

# 67,5 hours saved weekly with customized bot implementation on a document management company

**hours redeployed after the elimination of manual data entry requirements**

## +50,000

**hours per week of invoicing process (before implementing the hyperautomation solution, the company spent 70 hours per week with this process)**

## 2,5

**customized bots allowed team members to focus on higher-value processes**

## 8

## The Company

**Xerox**, a document management technology and services company with an estimated global revenue of **7 billion USD**.

## The Challenge

Minimize the amount of manual paper input and automate the invoice processing system.

## The Approach

Implementation of a **customized and automated bot** into the company's existing processes.

## End-to-End Documents Processing

# Electronic components company saved between 600 and 6,000 hours per month with hyperautomation

**reduction in ASN creation time**

# 75%

**hours saved per month**

# 600 - 6,000 h

**SLA compliance and accuracy level**

# 100%

### The Company

Fortune 500 company specialized in designing, manufacturing and distributing electronic components.

### The Challenge

Reduce the time spent creating Advanced Shipment Notices (ASN) and maintain the Service Level Agreement (SLA) all year to invest more time in other strategic activities.

### The Approach

Implementation of a **RPA** technology to automate existing processes.

Fault Detection & Risk Management

# Network equipment manufacturer with 100% secure and error–free processes due to hyperautomation

**reduction in paperwork**

## 90%

**reduction in process handling time (on average)**

## 35%

**secure and error-free process**

## 100%

### The Company

Telecommunication company delivering large-scale infrastructures, technology development and licensing services claiming to be one of the world's largest network equipment manufacturers.

### The Challenge

Site procurement and vendor payment rely too much on manual work, which is time-consuming and prone to human error. On top of that, to finalize the process, workers need to access several systems to access information.

### The Approach

Implementation of a RPA solution to automate purchase processing, purchase order generation & payment processing, which eliminates manual work and the need for third-party access to the legacy system.

## Fault Detection & Risk Management

# Hyperautomation solution increases telecom operator company cross-sell revenue by 60%

**increase in revenue YOY**

# 39%

**reduction in customer acquisition costs**

# 46%

**increase in cross-sell revenue**

# 60%

### The Company

Leading telecom operator company in the US.

### The Challenge

Invert the losing market share trend, penetrate new segments, and reduce manual processes.

### The Approach

Creation of a unified, event-driven, and data-driven portal and redesign and automate several back-office processes.

Fault Detection & Risk Management

## Improved accuracy and error reduction with hyperautomation platform implementation in telecom company

**savings per year**

# 637K CAD

**hours of manual work eliminated improving accuracy and reducing errors**

# 2,400

**of the process was automated**

# 90%

### The Company

Leading broadband communications provider.

### The Challenge

Take automation (already applied to the financial department) to other company departments.

### The Approach

Continue to integrate automation in existing platforms with **bots** able to provide valuable information for the company.

## Fault Detection & Risk Management

# 250% ROI on the 1st year with bot implementation on antenna manufacturer

**ROI on the 1st year**
## 250%

**faster process**
## 16x

**hour for processing (before bot implementation it would take 2 days to complete the same process)**
## 1

### The Company

Largest antenna manufacturer.

### The Challenge

Reduce the need to expand the workforce (especially in the procurement department) at the same rate as the business growth.

### The Approach

Implementation of a **bot** capable of collecting all quotations before passing them to human validation to save time and allow for larger suppliers to provide quotes via their internal portals.
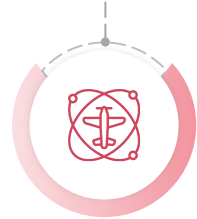
# Aerospace

# Hyperautomation in the aerospace sector can reduce manual errors due to the massive amount of interconnected data.

Although hyperautomation will be expensive to implement, it is expected that companies in the aviation/aerospace industry will have an easy transition to hyperautomation.

The reduced dependency on data scientist roles is another benefit of hyperautomation in the aerospace industry. Chatbots, RPA, and intelligent document processing tools will also leverage this sector.

**The 4 main use cases of hyperautomation in the aerospace sector:**

| Regulatory & Compliance Management | Fault Detection & Risk Management | Data Digitization, Processing & Security | Supplier Accounts Management |
|---|---|---|---|

# Large defense OEM saves £1M by adopting hyperautomation solution

**improvement in quality across the project, which is now above customer-set quality**

## 50–60%

**reduction on rework costs due to defects, achieving a 95% right-first-time (RFT) target**

## 95%

**cost savings as a result of the elimination of manual labor that led to the refocusing of resources on critical design blockers**

## £1M

### The Company

Large defense OEM in the naval engineering space

### The Challenge

Reduced efficiency as repetitive tasks took up 30% of engineers' time

*Example: 2D and 3D formatting is done manually*

### The Approach

Implementation of **Robotic Process Automation (RPA)** in combination with **core engineering expertise**. The project management team used **SQCDP (Safety, Quality, Cost, Delivery and People)**, **Power BI** and dedicated applications to **reduce costs** through **task optimization**, analyze data on interactive consoles and **monitor production**.

# **Automotive**

# Hyperautomation can help automotive companies increase efficiency, improve quality, reduce costs, enhance competitiveness, and stay ahead of the competition in the rapidly changing automotive industry.

Use cases range from administrative tasks to creating purchase orders and reviewing the replenishment and inventory status. Hyperautomation for the automotive sector is already being tested by major OEMs (like Tesla) in partnership with companies like SAP.

Challenges include deployment difficulty due to the high number of players in the value chain.

**The 4 main use cases of hyperautomation in the automotive sector:**

**Supplier Accounts Management**

**End-to-End Documents Processing**

**Supply Chain Management**

**Fault Detection & Risk Management**

## Supplier Accounts Management

# **78%** time saved in automotive manufacturing after hyperautomation implementation

**time saved**

# **78**%

**uncontrolled spend rate**

# **0**%

**months until 100% ROI**

# **8 mnth**

### The Company

Global automotive manufacturer with optimized production line and manufacturing process looking to streamline back-office operations.

### The Challenge

Manual purchasing process increases demand on the procurement team and leads to possible human errors.

### The Approach

Implementation of a **Robotic Process Automation (RPA)** bot to upload data in SAP, verify approvals via email and automatically generate purchase orders.

## End-to-End Documents Processing

# Hyperautomation solutions saved 13,221 hours per year for a major car manufacturer in China

**hours saved per year**

## 13,221 h

**employees trained with good acceptability to the new RPA technology**

## 400

**processes covered by the RPA in eight key business areas**

## 126

### The Company

**Dongfeng Nissan**, one of the major manufacturers of passenger motor vehicles under the Nissan brand in China (producing <1.5M vehicles/year).

### The Challenge

Need to improve efficiency to accelerate the time to make a new vehicle line by reducing working hours spent on internal business operations and improving existing workflows.

### The Approach

Implementation of a **Robotic Process Automation (RPA)** software, a **center of excellence (CoE)** team and a standardized business model. Employees were encouraged to be involved in the implementation of the technical solution so they could provide inputs to improve the final process.

End-to-End Documents Processing

# Leading automotive company able to reduce errors by 80% with hyperautomation solution

**employees trained with good acceptability to the new RPA technology**

## 80%

**reduction of manual work**

## 90%

**improvement in turnaround time**

## >95%

## The Company

Leading automotive company focused on customer, employee and partners' satisfaction.

## The Challenge

Improve manual and time-consuming activities that the sales staff need to perform after a sale to receive their bonus.

## The Approach

Implementation of **robots with computer vision-based OCR (Optical Character Recognition)** capable of extracting the required data and automatically populating the data into the mobile app-based form. Additionally, automated emails were also implemented to inform staff about the progress of their process.

## Fault Detection & Risk Management

# RPA technology helps truck factory save $175K per year

**ECU systems tested reducing disruptions in the factory (this represents an increase of 90 pp)**

## 100%

**savings in shop call expenditures per year**

## $400k

**costs avoided per year**

## $175kk

### The Company

One of the largest truck factories in the world that assembles, on average, 240 vehicles every day.

### The Challenge

Delays in scheduled deliveries and declining customer satisfaction due to problems in the assembly line that resulted in an increase in the backlog of vehicles waiting to be built.

### The Approach

Implementation of a **Robotic Process Automation (RPA)** technology to automate assembly line processes. Additionally, an off-site testing area was created allowing all electronic control unit (ECU) systems to be tested two weeks before they reached the assembly line.

Fault Detection & Risk Management

# Robots cover workload of 81 employees in automotive group

**working hours saved (equivalent to having 81 full-time employees)**

## 126,457 h

**processes automated**

## 30

**FTEs workload covered by robots**

## 81

### The Company

**Constellation Automotive Group**, the largest integral service provider across the vehicle life-cycle in the UK that employs +10K people.

### The Challenge

Potential human errors required a revision of all processed vehicles which, in turn, lead to delays in customer service, quality and compliance issues, and a decline in employee engagement due to the unrewarding nature of tasks.

### The Approach

The implementation of a **RPA solution** eliminated the need for rework processes, sped up activities and assured 100% data quality and compliance.

# Potential Next Steps

**Identifying niche use cases**

Prescouter can help identify unexplored use cases based on each company's requirements

**Developing no code low app**

Research work towards identifying no code low app startups to leverage Hyperautomation platform

**Developing novel use cases**

Prescouter can help identify the right solutions to experiment and validate them with our global network of subject matter experts

**Determining best-fit vendors**

With industry knowledge in multiple verticals, Prescouter can help any company determine the most relevant hyperautomation vendors aligned with their needs and characteristics

**Engage with us at**
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# About the Authors



## Sofiane Boukhalfa

Technical Director

Sofiane earned his B.S. in Materials Science and Engineering from The University of Illinois at Urbana-Champaign, and his Ph.D. in Materials Science and Engineering from the Georgia Institute of Technology, where his research focused on nanotechnology and energy storage. Before joining PreScouter, Sofiane worked as an emerging technology and business strategy consultant. He specializes in the high tech and aerospace and defense sectors, in addition to working closely with private equity and venture capital clients. Sofiane is based in Paris, France.



## Gopi Kuppuraj

Project Architect

Gopi is a Project Architect at PreScouter. He started as an Analyst in PreScouter's Global Network of Advanced Degree Researchers and worked on projects in the Life Sciences vertical. Gopi earned his PhD in Chemical Biology & Molecular Biophysics from Academia Sinica/National Tsing Hua University, Taiwan, followed by a MEXT Postdoctoral Fellowship in Japan. Before joining PreScouter, he had a short stint in the pharmaceutical and medical devices supply chain industry. Gopi is based in Ho Chi Minh City, Vietnam.



## Kishore Ravichandran

Project Architect

Kishore has a background in supply chain management and has worked on 100+ projects spanning across multiple verticals., Kishore holds a Master's Degree in Industrial Engineering and Management in Finland, with a focus toward International Sales and Sourcing. Before joining Prescouter, Kishore worked for a major 3PL company. His key areas of specialization include project management and supply chain solutions. He has also done an exchange program in TU Darmstadt, Germany focusing on logistics. Kishore is based in Toronto, Canada

# About the Subject Matter Experts

### Kenny Mattheyssen

HyperChain Business Unit Manager at **The Value Chain**

Product owner of S/4HANA Cloud Essentials (former Public Cloud and Cloud Multi-Tenant) and iRPA within TheValueChain.

### Wasim Dia

Enterprise Sales Manager, **Simple Automate Inc.**

Expert in hyperautomation, developing strategies to optimize accounts and operations, ensuring efficiency and smooth workflow.

Introduce Omnix to LatAm market, Europe & North America

### Vishal Shaw

Sr. PA
Consultant, **EY**

Experienced Business Analyst with a demonstrated history of working in the management consulting industry.

Skilled in Digital Transformation, Process Automation, Agile Methodologies, Automation Anywhere, and Robotic Process Automation (RPA).

# About PreScouter

## PRESCOUTER PROVIDES CUSTOMIZED RESEARCH AND ANALYSIS

PreScouter helps clients gain competitive advantage by providing customized global research. We act as an extension to your in-house research and business data teams to provide you with a holistic view of trends, technologies, and markets.

Our model leverages a network of 4,000+ advanced degree researchers, industrial experts, engineers, and analysts across the globe to tap into information from small businesses, national labs, markets, universities, patents, startups, and entrepreneurs.

## CLIENTS RELY ON US FOR

**Innovation Discovery:** PreScouter provides clients with a constant flow of high-value opportunities and ideas by keeping you up to date on new and emerging technologies and businesses.

**Privileged Information:** PreScouter interviews innovators to uncover emerging trends and non-public information.

**Customized Insights:** PreScouter finds and makes sense of technology and market information to help you make informed decisions.

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REPORTS CREATED

**150,000+**
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COMPLETED FOR CLIENTS