A leading oil producing and refining company based in Oman implemented Tech Mahindra’s smart intelligent automation technology in a bid to maximize returns on this investment through this technology implementation. The technology involved designing and deploying TechM’s robotic process automation (RPA) bots to automate the manual process and introducing focal points to coordinate with business subject matter expert (SME). has been implemented by around 80% of the world’s finance leaders, who have observed potential returns on investment between 30% to 200% in the very first year of implementation.

Overview

A leading oil producing and refining company in Oman had huge data of numbers related to various logistics to process and report. This activity resulted in taking up enormous amount of time and processing of such huge data always resulted in human errors.

By implementing the RPA Bots, the data collection processes, reconciliation of the daily monthly/mass balances and reporting was vastly simplified saving the company an enormous amount of time. The daily mass balance and reporting took 2-3 hours and the monthly part took 2-3 days.

The automation of the processes helped in reducing the human error. Best of all, it allows employees to focus on more meaningful, specialized work.

TechM’s smart intelligent automation technology that would ensure huge returns on investment and revamp their business workflow.

Client Background and Challenge

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The challenges faced by the customer were:

- Manual and time-consuming process
- Limited and manual process controls
- Human errors and accuracy issues
Our Approach and Solution

TechM’s smart intelligent automation technology helped in automating rule-based and repeated tasks to reduce the human workforce by 20% to 50% and improve accuracy. Our solution included:

- RPA bots designed and deployed to perform automation
- Focal points introduced to coordinate with business SMEs
- Process recordings, weekly governance meetings and trainings given to business SMEs to eliminate process/knowledge gaps
- Increased accuracy and the speed of execution by 2X through RPA
- Reduced operational expenditure (OPEX) by 20%
- No integration costs and the investments made were recovered faster
- Industry-agnostic, suitable for all verticals and all horizontals
- No integrations with IT systems; UI based automation

Business and Community Impact

- Average savings from the automation was equivalent to 1.6Mn USD whereas the Investment was about 1.1 Mn USD
- With the help of unattended bots, 17,000 jobs per transactions automated
- By leveraging 5 licenses, 95 processes automated at an average speed of 5 processes per month which led to 95% cost savings
- Supported reduction of manual efforts during month closing for hydrocarbon accounting
- By leveraging 23 bots, 198,000 automation hours scalability achieved
- An average of 112 maintenance change requests accommodated during bot development to expedite and meet business stakeholder requirements

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