**INDUSTRY:**

# INTERNET MARKETING

## Automating the renewing WO creation in ERP platform

## Introduction

The client is India's largest online B2B marketplace, connecting buyers with suppliers. The online channel focuses on providing a platform for buyers, who can be SMEs, large enterprises as well as individuals, offering over 5.98 Crore buyers to search from over 5 Crore products and get connected with over 47 Lakh reliable and competitive suppliers.

## The Challenge

To automate renewing WO creation in ERP platform to generate various reports. This is a lengthy, repetitive, and time-consuming task that needs to be automated to save time and increase efficiency.

Manual AHT per transaction – 5 minutes

## Solution

Bots were deployed to extract WO data from ERP with specific search criteria to get valid data; open WO number and copy GL ID to search for company services; click on renew to open the service renewal form with pre-filled details; click ok to renew services and refresh the page to see the changed details. Post renewal, steps to identify the WO number from the WO search were followed, the WO was opened and marked as "completed" in comments which would disable the "Work Completed" tab and a confirmation message would appear on the screen.

## Outcomes

- **1 min** - Bot AHT per transaction
- **80%** FTE Time saving at the minimum
- **100%** error-free data handling
- Data accuracy and faster processing
- No manual intervention required
- Elastic and Agile Scalability to handle changing work volumes

## Applications Automated

- In-house ERP Platform

## Processes Automated

- Data Extraction
- ERP Navigation
- Data Entry
- WO Renewal
- WO Search
- Data Posting

### About – The Judge Group

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For further information, please contect us: **IndiaMarketingTeam@judge.com**