



## INDUSTRY: **OIL AND ENERGY**

### Automating Work Order Creation

#### Introduction

The client is a leading global energy business that supplies, stores, and distributes petroleum products in 48 countries across 6 continents, has a network of 100 storage terminals, more than 3,000 retail sites, and a presence at over 80 airports in high potential countries around the world.

#### The Challenge

To automate Work Order creation which was manually handled until the client's partnership with Judge India. The process was prone to error because of huge volumes and multiple checks which often get missed.

Manual AHT per Work Order - 2 minutes

#### Solution

The dealer had to enter the required service in the service-request form and submit the same through a portal. It then got reflected in an Input Excel sheet. From there, the Bot picked up the records from the input file and made a WO creation entry into MS dynamics. It recorded the WO creation number for cases that were passed and made a note of the failed entries. After this, the Bot generated an output file with this information, which got further reflected on the web page.

#### Outcomes

- **30 seconds** BOT AHT per Work Order
- **75% FTE** Time Saving at the minimum
- Data accuracy and faster processing
- **100%** error-free data handling
- No manual intervention required
- Elastic and Agile Scalability to handle changing work volumes

#### Applications Automated

- Excel
- MS Dynamics tool
- Web Portal

#### Processes Automated

- Data Extraction
- Data Entry
- WO Creation

#### About - The Judge Group

The Judge Group is an international professional services firm with deep expertise in consulting, learning, staffing & search, and offshore solutions. We operate across the United States, Canada, and India from over 30 locations and proudly serve over 50 of the Fortune 100 companies across all verticals including financial services, healthcare & life sciences, insurance, technology, government, manufacturing, and telecom/utilities.

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