

PRODUCT DELIVERY AND ASSEMBLY MANAGEMENT WITH RPA TECHNOLOGY



We cooperated with itelligence* to implement our Robotic Process Automation (RPA) project that we have been working on the prototype to automate tasks with low added value requiring human labor. Delivery and assembly of any product we sell in any location within Turkey is now planned by a robot software. As we have been working together with itelligence* for 3 years, itelligence* teams have become capable of supporting not only our factories, but also our headquarters in Çerkezköy and Ümraniye, as well as our operations in Russia.

Berke Menekli, BSH Vice President, IT



Objectives

- To improve after-sale customer satisfaction
- To make effective schedules for SQL database updates
- To optimize transfer order process by using the production data from the main material warehouse
- To accelerate the approval process for logistics invoices



Solution

- Robotic Process Automation (RPA)



Benefits

- Much easier, faster and more accurate product delivery and assembly operations
- Using optimum level of human power in tasks with low added value
- Innovative ideas that can be implemented with existing enterprise solutions, without any R&D investment



Why NTT DATA Business Solutions?

- End-to-end support in all required areas
- A visionary team that cooperates in innovative initiatives
- A business partner that enables constant development thanks to its services
- An organizational structure that offers the same quality of service at every stage
- Remarkable references

B/S/H/

Company: BSH Turkey

Industry: White Goods

Products: Pre- and after-sale inspection, assembly, maintenance/ repair, extra warranty, and accessory sale

Number of employees: 2,5

Headquarters: İstanbul, Turkey

Website: Ana Sayfa | BSH Ev Aletleri (bsh-group.com)

* Since April 1, 2021 itelligence is operating as NTT DATA Business Solutions

NTT DATA Business Solutions



NTT DATA
Trusted Global Innovator



Innovative White Goods Exported Globally

BSH operates within Bosch group with a total of 60 thousand employees globally and its largest factory is located in Tekirdağ, Turkey. BSH Turkey is also responsible for operations in 130 countries and 9 production facilities including Africa, Middle East, Central Asia, Ukraine, Russia, Belarus, and Asia-Pacific. Recognized as the owner of the first R&D Center certification in Turkey, BSH Turkey exports innovative products with patented technologies developed in our country to the whole world.

BSH Vice President, IT summarizes the company's cooperation with us as follows: "We met NTT DATA Business Solutions in 2016 when we considered the ways to consolidate our fragmented IT landscape. One of the most determining factors in choosing NTT DATA Business Solutions as our business partner was its end-to-end support in such a big project in terms of both scale and scope. Experienced NTT DATA Business Solutions teams work at our operations in all factories in Turkey, as well as in Russia. Although we started with the concept of standard consultancy services, our cooperation is now evolving into an AMS (Application Management Services) model." As a globally prominent company in household appliances with its brands Bosch, Siemens, Profilo, and Gaggenau, BSH Turkey implemented its Robotic Process Automation (RPA) project under the leadership of NTT DATA Business Solutions Turkey and achieved benefits such as automated generation of device assembly tickets, organizing update appointments with SQL database teams via Outlook, and automated generation of product transfer orders. In addition, manual business processes including the supplier-based assignment of logistics invoices to the related accounts, expense centers and approving individuals have been optimized and automated. Thus, BSH employees saved time to work on more value-added tasks. Delivery and assembly workflow of all products sold in Turkey used to be manually

planned by a team of several employees between 1:00 AM and 8:00 AM, but now this planning is performed automatically via RPA.

Update management of SQL servers are entrusted to RPA!

At BSH Turkey, continuity-based tasks of the team performing database management, updates and maintenance services all around Turkey have been accelerated significantly thanks to the RPA project. Specially developed bot/robot technology facilitates the planning, scheduling and conclusion of all software updates on each employee's computer. The heavy workload resulting from continuous software updates and processing and management of all data are seamlessly managed by software robots. Thus, tasks previously performed by 4-5 people are planned on a central point and the team has time to work on more value-added areas. In addition, saving workload and time also provides systematic traceability. Our CEO Dr. Abdülbahri Daniş says: "We established an incubation center to convert our business ideas developed on state-of-the-art cloud-based technologies such as IoT, artificial intelligence, machine learning, deep learning, and blockchain into products. We are delighted to accompany the digital transformation of BSH Turkey. value-added tasks. Delivery and assembly workflow of all products sold in Turkey used to be manually planned by a team of several employees between 1:00 AM and 8:00 AM, but now this planning is performed automatically via RPA.

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