

FROM REPETITIVE PROCESSES TO DIGITAL WORKFLOWS WITH RPA



With structured consulting expertise, the itelligence* experts have encouraged us to start the RPA trip in our group. As part of a proof of concept, itelligence* has developed two RPA bots in a very short time, which will make our business processes even more efficient in the future.

Dr. Jaroslav Jakob Kartz, Head of Digital Process Excellence,



Challenges

- Elimination of manual, repetitive, digital and structured activities within the business processes
- Limitation of error sources



Solutions

- Support within process elaboration
- Design and development of two RPA bots with UiPath



Benefits

- Automation of manual processes
- Valuable contribution to increase productivity
- Saving of internal employee resources and focusing on value-adding activities
- 100% transparency and traceability of the process flows
- Reduction of time and workload
- Less processing errors
- Uncomplicated scalability



Why NTT DATA Business Solutions?

- Expert for Robotic Process Automation
- Extensive knowledge of RPA methodologies, planning and implementation
- Long-term RPA project experience

DMG MORI
AKTIENGESELLSCHAFT

Company: DMG MORI Global One
Industry: Machinery & Plant Engineering
Products: Manufacturing of cutting machine tools, CNC controlled lathes and milling machines, digital portfolio
Employees: About 12,000 (2020)
Turnover: About BEUR 2.4 (2019)
Headquarters: Bielefeld, Germany
Website: www.dmgmori-ag.com

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

NTT DATA Business Solutions



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Automation can increase productivity by 90%

Manufacturing of the Future.

As a “Global One Company” and one of the world’s leading manufacturers of machine tools, DMG MORI drives future technologies with the highest dynamics and excellence. At a total of 154 sales and service locations, more than 12,000 employees are working on integrated automation and digitization solutions and offer a comprehensive portfolio consisting of lathes and milling machines on a daily basis. As an innovative company, DMG MORI strives for the automation of repetitive business processes. Therefore, the supplier commissioned various IT service providers with the development of two Robotic Process Automation (RPA) use cases as part of a proof of concept. With its well-founded know-how of methods and procedures, NTT DATA Business Solutions was able to successfully implement the designed scenarios.

When RPA Knocks on the Door.

Regarding RPA, companies often ask themselves about the chances and potentials. For DMG MORI, it was clear that monotonous and redundant processes should be streamlined, optimized and automated in order to reduce the employee workload. But not every process is suitable for automation using Robotic Process Automation. For the identification of suitable processes, there are some basics that must be considered. One of the basic requirements is that the process was previously executed manually. Furthermore, automation requires a repetitive process. With higher frequency the suitability for the use of RPA increases. Indicators also are if-then relationships and rule-based processes. It is also assumed that digital input is processed. The process should run stable and should not be changed in the foreseeable future. This sounds complicated – but it can be managed easily. Together with us, two processes were analyzed in detail.



Use Case 1: Managing Training.

DMG MORI offers employees and suppliers an internal training program for which they can register via a website. After successful registration, a confirmation email is generated and automatically forwarded to the organizers. Previously, participants had to manually maintain these emails in the ERP system (non-SAP) across several input masks. The process was therefore only partially automated, and the time required for maintenance was 8 to 12 hours per week. Now, a developed bot supports the search for confirmation emails within the mailbox and automatically enters the contents into the corresponding masks in the ERP system.

Use Case 2: Creating Invoices.

The training offering and the participants are maintained manually in an Excel table. Based on this, the organizers initiate the invoice creation process. Now, another bot takes over the approvals in the ERP process and generates a printable invoice document for each participant, which can be sent afterwards. Previously, the average invested time for the creation of invoice was 10 to 12 hours per week. By using the bot, this time could be significantly reduced. The achieved automation of these repetitive activities brings DMG MORI clear time and cost savings. During the development phase, both use cases were structured in a way that subareas can be reused for further scenarios as well. We were able to implement both scenarios in only a few development days and therefore it was created rapid success and business value for the company. So, nothing stands in the way of the digital future.

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