

# A Billion Dollar B2B US IT Company Saves \$330K/Year by Automating the Entire PPM Drop Shipment Process



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SYSTEMS  
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## THE CUSTOMER

Our customer is a leading multi-brand technology solution provider to business, government, education and healthcare organizations, headquartered in Lincolnshire, Illinois.



## CHALLENGES

Having been in the technology space for over 3 decades, it was imperative for our client to digitize processes critical to their business operations. More specifically, our client was using a drop shipment process that was carried out in Application System/400, and it had a set of processes that was done manually: Creation of purchase orders, recording buyer details in the PO (Purchase Order), checking internal applications to check if the stock is available, going back to back order to procure if stock is not available, and sending PO to the vendor via E-mail using EDI.

Since, all these processes were done manually by an analyst/operator; there were high probabilities of committing errors as 1500 transactions had to be done daily.

Some of the major challenges were

- Backorder delayed the client's revenue and impacted customer experience
- Estimated annual process operating cost was \$208k
- Incremental revenue opportunity and AM flips were necessary
- PPM was resource constrained to provide drop ship
- It took 2 people to complete 1500 transactions per day

The client was in dire need to automate the entire process to save time, cost, and resources. And, most importantly to avoid mistakes.

## SOLUTION

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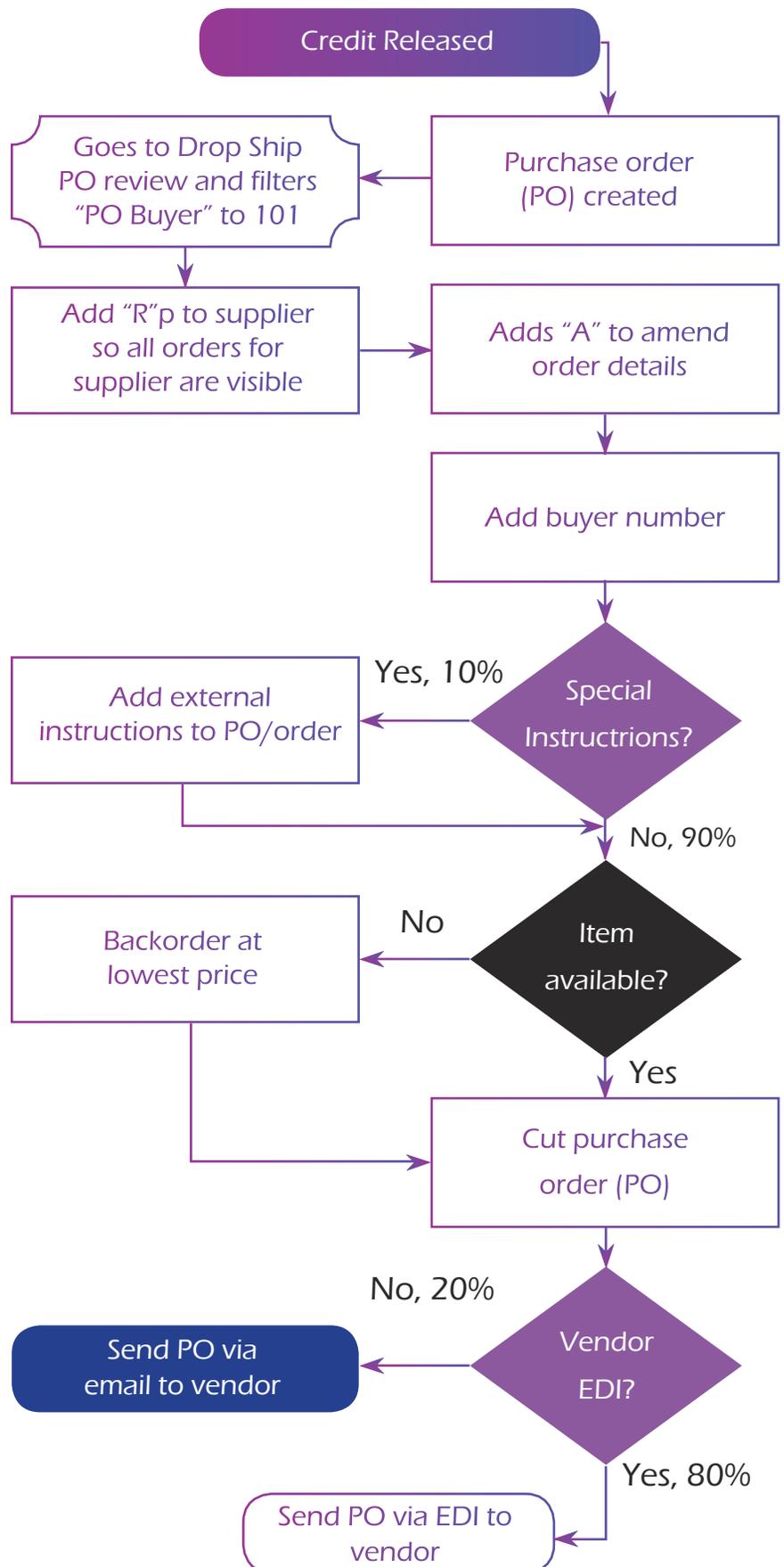
Our team at Aspire suggested and implemented RPA (Robotic Process Automation) in order to automate the entire process that was done manually. A bot was developed to automate the entire PPM (Parts per Million) drop shipment with backorder process. UiPath tool was used to automate the whole process. The flowchart given below explains the entire process that was automated.

## FLOWCHART

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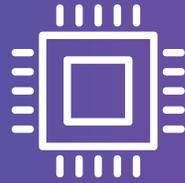
- As soon as a credit is released, a purchase order is created, and goes to drop shipment for PO review & filters
- An R is added to supplier, so all suppliers are visible, and after which A is amended to the order details
- The buyer number is added
- If special instructions are needed then external instructions are added to the PO, otherwise it means the item is available
- If the item is not available, backorder is given at lowest price
- If the item is available, purchase order is cut
- If the vendor has EDI, PO is sent to the vendor via EDI, otherwise the PO is sent via email to the vendor

# FLOWCHART



## TECHNOLOGY SNAPSHOT

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Tools: UiPath

Languages: UiPath



## RESULTS & ROI

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- Saved time, cost and resources
- 2 FTE saved
- \$330k/year cost savings
- The solution is not domain dependent, hence it can be reused in other ERP systems

## FUTURE IMPACT

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The flexibility of the solution breaks boundaries, since the same solution can be used for other industries/verticals. Bots are the future and there is no doubt of the huge impact it will create.

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## ABOUT ASPIRE

Aspire System is a global technology services firm serving as a trusted technology partner for our customers. We work with some of the world's most innovative enterprises and independent software vendors, helping them leverage technology and outsourcing in our specific areas of expertise. Our core philosophy of "Attention. Always." communicates our belief in lavishing care and attention on our customer and employees.

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