

Manufacturer automates the impossible to deliver a 24/7 service

CLIENT OVERVIEW

Launched in the early nineties, this leading UK food manufacturer had reached a growth milestone that required them to run a 24/7 service operation. From early on in their business, they had taken the decision to outsource the administration of IT infrastructure & applications for their 23,000 staff, which make a wide range of food from well-known branded goods to own label products for supermarkets. The administration of services by the outsourcer was running smoothly for daytime operations, though to expand this to a 24/7 service would have incurred unacceptable costs. The service provider sought a solution that would provide a 24/7 service without inflating costs and that could work within their current infrastructure and considered offshoring the work as their only alternative.

CLIENT CHALLENGE

The service provider believed it was impossible to automate this process, due to the complexity of the task and the commercial restrictions. As they didn't think automation would be a viable option, they considered resourcing new employees. To give the process due diligence, they compared onshore and offshore labour, they found both to be an expensive resource due to a niche skill set required to operate the system. At this point, they believed they had run out of options, before coming across Thoughtonomy and our automation platform. Our team spoke in depth with the outsourcer about the challenge they were facing, we then demonstrated how the virtual workforce was different to other automation approaches and could deliver what they desired by intelligently automating.

CLIENT AT-A-GLANCE

CLIENT

Leading food manufacturer within the United Kingdom

ABOUT CLIENT

A food production company which makes a wide range of food for supermarkets within the U.K

CHALLENGE AT-A-GLANCE

CHALLENGE

Create a 24/7 service without inflating costs

FUNCTION

I.T

USE CASE

IT & Infrastructure Support

“ Processes that were otherwise considered impossible to automate, were automated using virtual workers ”

MANAGER | FMCG Business

OUR SOLUTION

We implemented virtual workers into the service providers and demonstrated how a variety of expert tasks could be automated. The virtual workers were deployed as a pool of digital labour, performing tasks such as validation, administration, testing, incident diagnostics and fault remediation. These tasks were high complexity, low volume activities that were technical and labour intensive. By automating these processes using virtual workers, previously time-consuming, yet system critical work could now be executed consistently. In effect, automation provided system support speed and issue resolution that was previously unattainable. The solution not only allowed them to provide a vastly improved service, but also provided cost savings of around £500k annually when compared to resourcing new employees. This outsourcer has continued to work with our team to work on improving daytime services and to continue to identify other processes within their business and across the client base.

SOLUTION BENEFITS

100%

execution accuracy

£500k

saved annually

Speed

Issues identified & resolved swiftly

24/7

service delivered

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We are an automation technology company, and have created an award winning platform to help you improve the productivity of your workforce. With frictionless deployment and low commitment, we can help you deliver real results fast.

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