



Proactive business process automatizations with actionable data for enhanced processes

Cloud Solution within Microsoft Azure

Developed on the .NET framework and operating in Microsoft Azure, minit aided GEFCO, a logistics company to gain complete company transparency to reveal problematic areas in their business processes to later both automate and overall, optimize.

„The findings from the analysis of years and years of running automated processes was a surprise to us. Minit showed us several places for further optimizations.“

- Michal Bugár, IT manager GEFCO

CASE STUDY

SECTOR

Logistics

COMPANY NAME

GEFCO Slovakia s.r.o.

CUSTOMER PROFILE

GEFCO offers global logistics services „under one roof“ for the industrial sector, FMCG sector, automotive, beauty, construction, and electrical industries.

COMPANY SIZE

Approx. 100 PCs

BACKGROUND

Analyze automated and optimized processes in the customer's perspective to identify potential areas of improvements.

SOLUTION

The deployment in an analytical tool, *minit*, developed on the .NET framework, and operating in Microsoft Azure helped the logistics company reveal space for additional optimizations in automated processes.

MAIN BENEFITS

- ▶ Identifying sites for additional optimization of current automated processes
- ▶ Reduction in the PO and Invoice approval processes (met with set KPIs)
- ▶ Identification of overworked employees, and implement finds to distribute work evenly
- ▶ Reduce document handing costs by proposing to eliminate certain process steps
- ▶ Identification of unusual variants within the process pertaining to the supplier, respective to any issues pertaining to the supply of goods and services
- ▶ Prediction of delivery times for each supplier

PROJECT BACKGROUND

In 2010, a multinational logistics company, GEFCO, decided to automate its internal approval process orders and invoices by using a BPM tool (K2 Blackpearl) and GRADIENT's document-centric software, **GScan**, **Garchive**, **GbatchManager** (these solutions combined also achieved a Microsoft Industry Award). These automated processes utilizing these combinations of BPM and docu-centric software have been successfully running until the present date (and have also been extended to other countries where the company operates), and have immediately brought customers many benefits to these outsets. The prevention of duplicated approval documents alone managed to significantly reduce the risk of lost documents, deadline maturity failures, which in turn enabled the company to process triple the amount of invoices without the need for increasing any staff for the financial and accounting department.

Implementing the above solutions enabled the customer to track individual process instances, human performances individually, and riding of the manual paper chaos trails.

The partner with the customer's cooperation further decided to broaden the company's business processes in a more transparent way, with implementing *minit*. A tool in which enabled the analyses and visualization of processes based on the principles of process mining in order to globally analyze all completed and running processes and track their courses to see if they were optimal. By using *minit*, they were able to gain actionable insights into deeper layers of the company's business processes.

CASE STUDY

BENEFITS

Within the project, the following took place with great success:

In the order approval process

- ▶ identifying process characteristics and process variations helped GEFCO gain better transparency of their order approval process
- ▶ identify orders despite the existence of cyclic-order functionality within the system, a savings of approx. 12 days in repetitive approvals
- ▶ **identified suppliers with long cycle times**, given the incomplete deliveries, to alleviate these problem areas and to increase better productivity with high turn-arounds for completion
- ▶ **predict the delivery times** depending on the supplier, which is able to ensure the delivery of customer goods and services in time
- ▶ **detect fraudulent activity** within all order processes to maximize company security
- ▶ **saved approximately 12 800 hours annually** in more efficient order approvals

In the invoice approval process

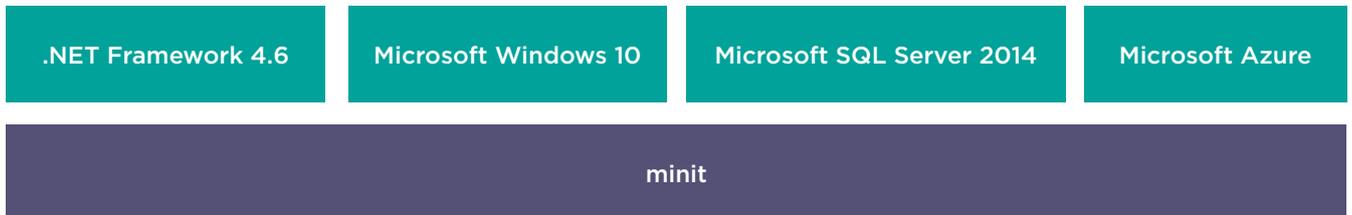
- ▶ identify problematic areas in the distribution of work among teams, which **increase productivity by approx. 60%**
- ▶ ensure compliance approval with the internal KPIs to the customer – ensuring approval and invoice postage within 3 working days
- ▶ minimize the frequency of activities in manual mapping of identification attributes in invoice orders that affect its outlook
- ▶ **reduce the number of rejected bills** by revealing the most common causes of rejection caused by the supplier and reveal user comments
- ▶ **saved approximately 14 400 hours annually** in eliminated cyclic process areas

Analysis of Optimized Processes from two points of views:

- ▶ System – gained deeper perspective on system activities within processes, discovery of system bottlenecks
- ▶ Human – gained perspective on user activities, discovery of handover work and delays in communication between users across teams

Technical Background of minit

The solution was built on the following products and technologies by Microsoft and GRADIENT:



Equipment

Microsoft Surface 3 Pro