Case Study: Supply Chain Automation

Client Requirements

This leading healthcare provider in U.S. wanted to use intelligent automation for medical equipment supply chain processes.

They requested CitiusTech's help to assess existing supply chain processes and support automation of manual processes while ensuring a high level of accuracy for automated workflows.

Supply Chain Management Process & Challenges

Equipment Requisition Process Automation

- Equipment requisition creation process is highly manual and resource-intensive
- The equipment planning team receives ~1000 equipment requisition with an average of 20-line items per requisition
- ~20,000 minor equipment items a year that take 50 mins. per requisition

Inventory Management Settings Automation

- Inventory management is a manual, cumbersome and repetitive process
- The inventory management team receives ~400 inventory items in a week, taking ~90 seconds to process each item

Recall Management Automation

- Recall management process is a manual and repetitive process
- The client's team receives ~450 recalls per year
- Recalls are of different types and categories, requiring varying times to process each recall

CitiusTech Services:

- CitiusTech assessed the SCM's manual workflows and identified opportunities for automation, focusing on processes with the highest potential for success and impact
- Built unattended bots using Automation Anywhere to execute end-to-end processes
- Leveraged a security-first approach by using AA Credential Vault to store all credentials
- Implemented a scalable solution to allow addition/extension of bots to accommodate increases in volume

Value Delivered:

- **~$500K projected automation cost savings** over three years
- **Saved minimum 90% FTE effort** across three processes
- **Reduced per requisition processing time** from 50 mins. to <5 mins.
- **Reduced per inventory line-item processing time** from 90 secs. to 20 secs.
- **Increased accuracy and reduced human error** rates across processes
- **Reduced required training time** for new resources
- **Ensured replicability** across other campus projects