

# A global education company automates its finance operation at scale

Using Robotic Process Automation (RPA), IBM automates highly complex intercompany reconciliation process across 520 client subsidiaries and improves speed by 5x.



# The client

A global education company with a strong focus on digital learning has been expanding in emerging markets. IBM has been a long-time transformation partner for the client. As part of digital reinvention and continuous improvement program, IBM implemented Robotic Process Automation (RPA) to automate the company's Finance intercompany reconciliation process.

## The business need

With close to 520 intercompany reconciliations being performed every month, the client identified this process as a prime candidate for RPA. There were concerns around the existing manual process—that it was inefficient in terms of quality, control, and speed of execution. The client wanted the IBM team to take time to save by implementing the RPA solution and apply it to clearing out aged “open” items.

## The RPA solution

Through the implementation of Blue Prism® automation, IBM automated the finance process using the following approach:

- Process maps in Blueworks Live (“as is” and “to be”)
- Business Process Management (BPM) Optimizer tool simulated the time and motion data at each step to identify the best solutions for the process improvement. The BPM Optimizer tool estimated a 31 percent productivity gain for the intercompany end-to-end process across the intercompany Center of Excellence (CoE)
- Further to this, IBM built a proof of concept (POC) for a single country operation to showcase the upfront benefits of RPA
- Once the POC was agreed and approved to, IBM scaled the RPA solution for all the 520 intercompany reconciliations

## Working with Blue Prism®

Working with the partner Blue Prism®, IBM has automated and scaled the finance process, and offered the following benefits:



A multitasking tool processing sequentially and working alongside process SMEs



Hosted on a cloud-based environment



A 24-hour productivity window



Speed advantage - faster processing compared to manual effort



Quality impact negated the need for reprocessing and helps ensure “first time right”



Highly scalable automation framework



Very limited training challenges

## The result

About 520 intercompany reconciliations are performed through Blue Prism® robots every month. This has resulted in better control, improved quality, up to 5x faster processing of the overall reconciliation process, and over 30 percent productivity improvement for the complex finance process.

We are deploying robotics automation across all of our processes in a focused and systematic way.

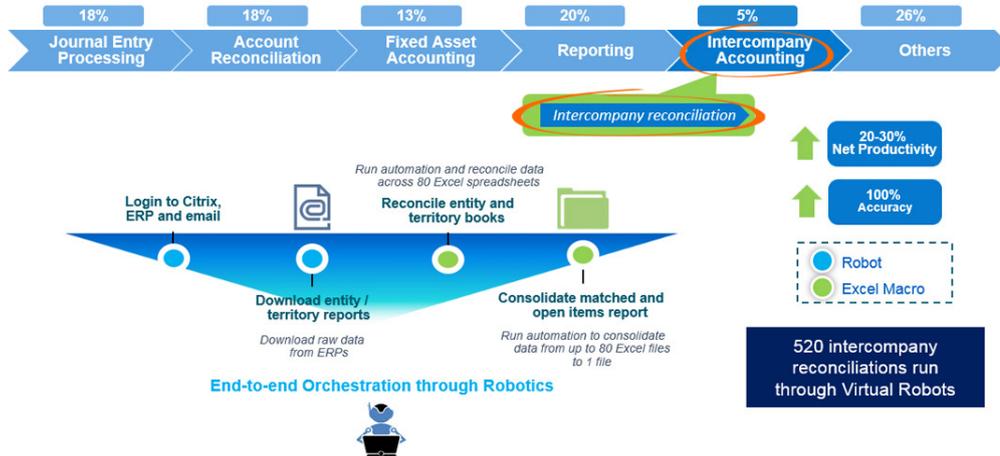


Figure 1. Intercompany reconciliation process

## For more information

To learn more about RPA and IBM Automation with Watson, please contact your IBM representative, or visit the following website: [ibm.com/automation](http://ibm.com/automation).

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