A Silicon Valley based SOAIS' Customer with offices across 17 countries and $17.3B revenues uses SAP applications.

Business Problems

Customer has to track, every Quarter End, all the incidents received by the finance team whether they are related to Quarter End issue or not. The process was manual and had to be monitored 24/7 for 2 weeks. They have to send an email for each incident to get details whether the issue is related to Quarter End or not. Based on the response, Incident will be updated to track everything.

SOAIS Solution & Benefits

SOAIS team worked with customer to automate this business process with a scheduled bot. Bot will read all the incidents, send email to concern team (Keep sending email during every execution. If there is no response, number of mails sent for each incident is tracked.), update back to incident as per the response received and share the report at the end of every execution.

This has saved lot of manual effort and improved efficiency.