



ABB Achieves Business Excellence and Efficiency with Intelligent Automation

Business Impact

Employee Satisfaction

Focusing on more interesting work

Global Support

Digital workers deliver 200+ reports each morning to staff in 25 countries

Increased Efficiency

Digital workers with OCR capabilities quickly extract important financial data

Swiss industrial manufacturing giant ABB is known for its innovative nature. As a market leader, the company is hyperaware of the need to keep up with new trends in technology to boost growth. So, ABB Global Business Services (GBS) Procurement & Logistics function created the Smart Automation program team comprising a group dedicated to improving the efficiencies within the function. The key to this group's success? A widely-scaled intelligent automation and advanced analytics program.

“We want to move away from RPA and move toward intelligent and cognitive automation and we see Blue Prism as our partner in doing so.”

Akshay Nigam

Global Program Manager,
Smart Automation and Advanced Analytics,
GBS Procurement and Logistics,
ABB

Challenge

ABB recognized the importance of digitally transforming its business. The company had invested in best-of-breed technology solutions but found that these solutions were not directly meeting business demands. Stakeholders throughout the business were not utilizing the technology effectively or at all.

ABB aimed to decentralize its operating model, so that the needs of its internal customers were prioritized and analyzed case by case. Doing this was made difficult by inefficient internal processes that kept employees stuck on low-value tasks and reduced the company's agility and efficiency.

Solution

ABB's smart automation team engaged directly with stakeholders across the organization, to gain a thorough understanding of which processes could be improved and to assess quantitative benefits that could be achieved. They also ensured that every stakeholder was involved from functional leads through to delivery managers. By doing this, the team could clearly establish necessary improvements and determine the impact and value to the business.

ABB partnered with Blue Prism to implement a robust intelligent automation program. They aimed to create a “demand-first” approach, where internal customers would approach the automation team with problems that need solving. Blue Prism's intelligent digital workforce automated ABB's repetitive, administrative work and allowed its employees to shift their focus to more value-added work like process improvement and training colleagues.

ABB's Global Travel Services' chatbot, developed using intelligent automation, has been launched in more than 30 countries and is off-loading tasks from travel staff. The chatbot handles over 100 inquiries each day, resolving almost all of them without help from human colleagues. Now, only 5% of staff queries require human intervention.

ABB was also one of the first companies to test Blue Prism Decipher, a new advanced processing solution that leverages optical character recognition (OCR) and machine learning technology to extract valuable data from invoices, purchase orders, and more. ABB views Blue Prism as a strategic partner—one that they will continue to work with to develop cognitive solutions in the future.