# Case Study - Software Robot Performs Cash Reconciliation in General Ledger and Cash Management

Software robot performs Cash reconciliations in E-Business Suite Financials and creates adjusting journal entries completely unattended, using Robotic Process Automation (RPA) technology.

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# Agenda

- Introductions
- What you will take away from this presentation
- About the Company
- The Business Challenge
- Robotic Process Automation (RPA)
- Starter Kit - An easy way to begin
- The Cash Reconciliation Process
- Seeing is believing - Software Robot in Action
- Implementation Approach, Success Factors
- Lessons Learned
- Going forward

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# What you will take away from this presentation

- Understand - What RPA is and why the explosive growth?
- Understand - Automation affecting the back office, specifically finance & accounting
- Understand - RPA can emulate what a user does manually
- Demonstrate - Complex transaction being performed by an unattended software robot
- Differences - RPA vs traditional IT projects
- Explain - RPA does NOT require API's

# About the Company - Elkay Manufacturing

- Established in 1920
- Headquartered in Oak Brook, IL
- Over 2,300 Employees around the Globe
- Serving Customers for
    - Plumbing
    - Commercial & Industrial
    - Retail and Foodservice
- 15 locations worldwide
- Family Owned & Privately held
- America's No. 1 selling kitchen sink company

# Drinking Solutions



**Clean. Safe. Reliable.**

*Elkay's broad line of water delivery products includes water coolers, fountains, bottle filling stations and water purification systems. These various products have been installed all over the world  to deliver clean and safe water to end users.*

# Sinks, Faucets, CIS



**Enduring Quality. Superior Craftsmanship. Timeless Style.**

*Our sinks, faucets and accessories are designed to last. Outstanding materials are crafted with precision to give your project a timeless touch. Endless options will spark your imagination and create a space that effortlessly complements your home's décor.*

# Smartwell Product Overview

ONE SMART SYSTEM



**SAVE MONEY, SPACE, TIME**

Save the cost of single-serve beverages. Save precious storage space and time.

**ECO-FRIENDLY**

Multiuse pouches reduce waste from single-use plastic bottles and aluminum cans.

**HEALTHY HYDRATION**

Provides fresh, filtered water, with zero calorie, natural flavors and sweetener – a healthy alternative to high-calorie, sugary beverages.

**TOUCH SCREEN INTERFACE**

Intuitive touch screen is simple to operate.

**WATER YOUR WAY**

Still water or sparkling water with single or mixed fruit flavors; electrolyte, vitamin C or caffeine enhancements.

**SMART REFILL**

Connected system sends alerts when flavors and enhancements are low and ships replacement pouches as needed.

# Elkay - 2019 Corporate Goals & Initiatives

- Recurring Revenue

- Global Water Delivery

- Digital Transformation
    - Manufacturing 4.0
    - RPA, AI & Machine Learning

# Elkay – The Business Challenge

- Tribal knowledge
- Aging workforce
- Employee turnover
- Millennial workforce
- Growth
- Focus on customer interaction/ service

# eAlliance Corporation

- Established in 2002
- Headquartered in Naperville, IL
- Oracle Certified Partner
- UiPath Certified Partner & Reseller
- Market leading RPA & CDA Partner
- Proprietary RPA Methodology

# What is Robotic Process Automation (RPA)?

- Software that can
  - Create, copy, update, transfer (FTP) & delete any type of file
  - Enter transactions, run reports, send & receive email
  - Log into any system, application or portal
  - Screen scrape, data scrape
  - Differentiating features of RPA
    - AI Capabilities
    - Machine Learning Capabilities
    - Natural Language Processing (NLP) Capabilities
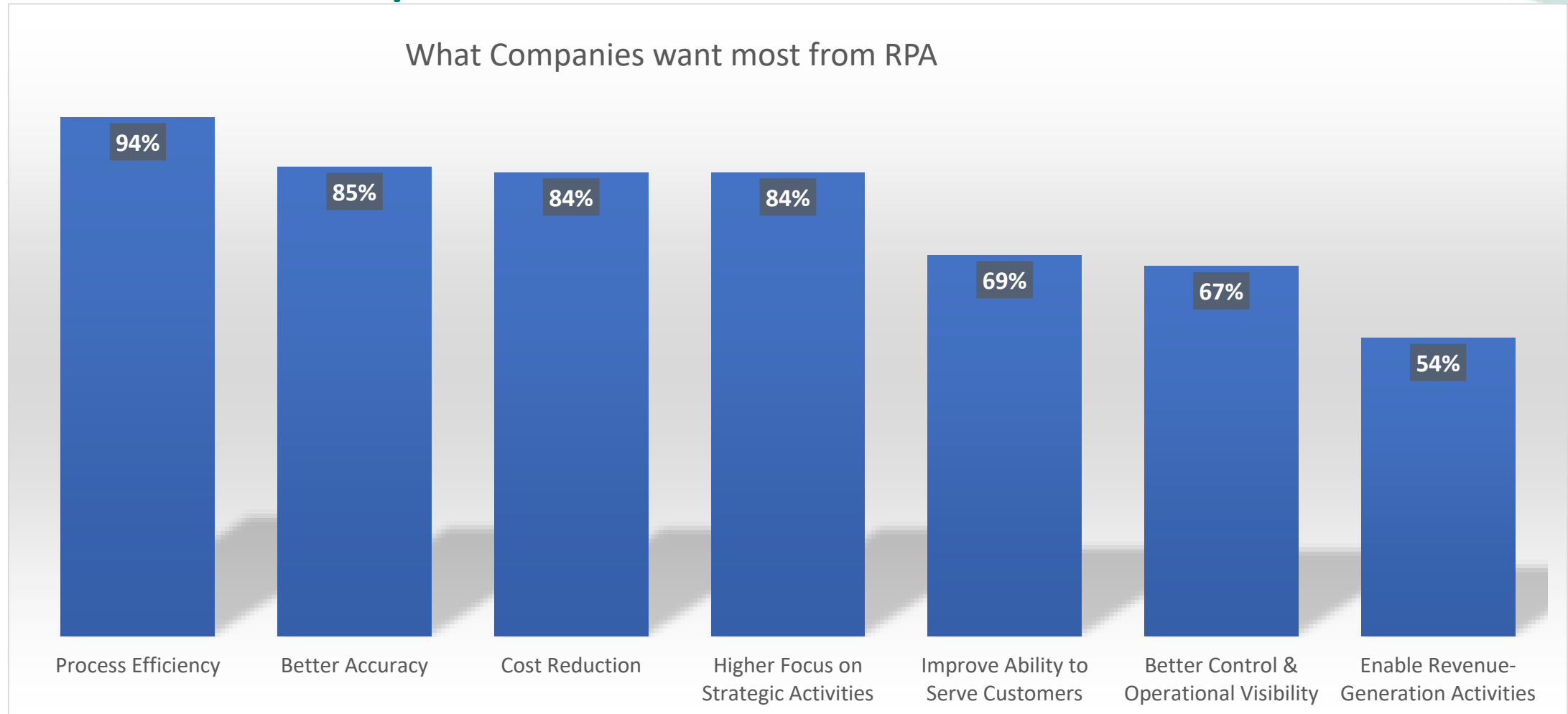    - Internet of Things (IoT) Capabilities

# Why the Explosive Growth?

- Process Efficiency

- Workforce Capacity

- Measurable Returns

- No Disruption to IT Infrastructure

- Quick time to market

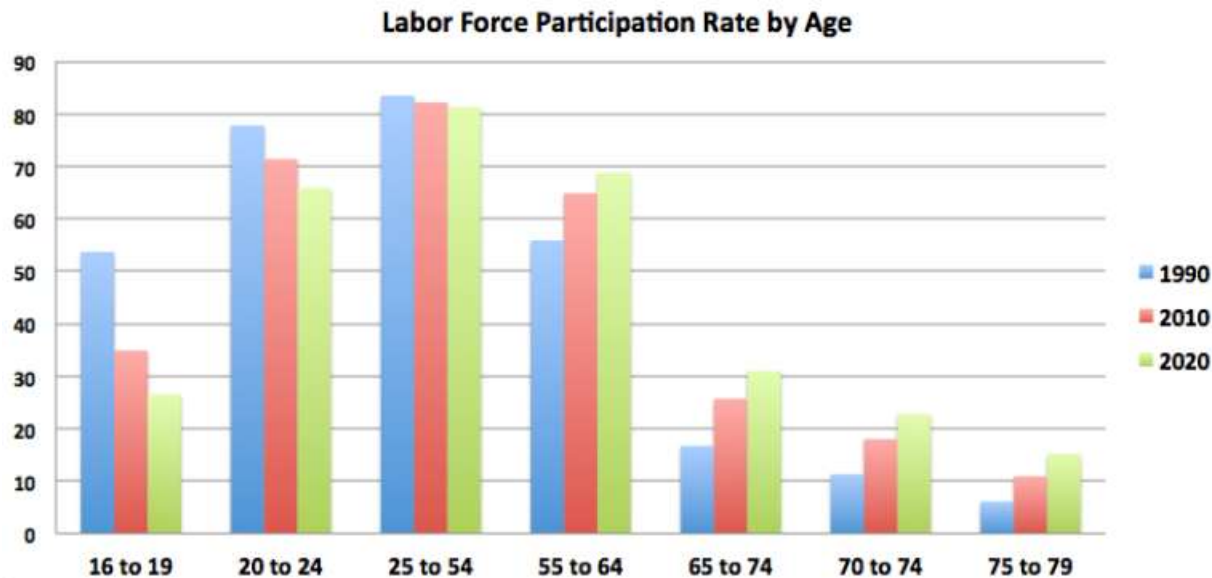- Changes in the Workforce - The Employee Experience



The average company has 900+ business processes. 85% of those can be automated.
- *McKinsey Company, 2015*

# Process Efficiency



What Companies want most from RPA

| Category | Percentage |
|----------|-----------|
| Process Efficiency | 94% |
| Better Accuracy | 85% |
| Cost Reduction | 84% |
| Higher Focus on Strategic Activities | 84% |
| Improve Ability to Serve Customers | 69% |
| Better Control & Operational Visibility | 67% |
| Enable Revenue-Generation Activities | 54% |

Where are we with RPA?
- *2018 Auxis Survey*

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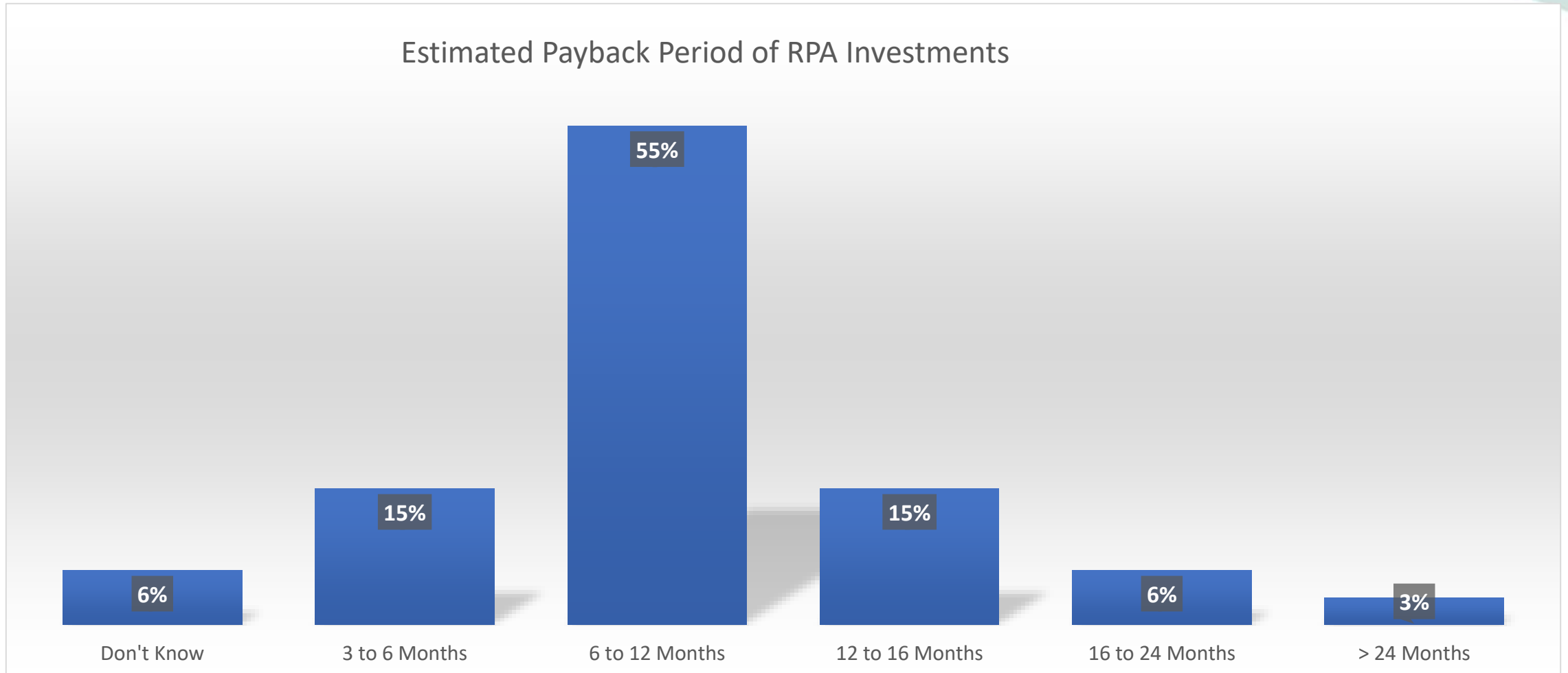North Central Oracle Apps User Group
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# Workforce Capacity

- Meeting increasing demand from growth and volume
- Filling a workforce capacity gap from turnover and retirement



Labor Force Participation Rate by Age



Actual and Projected Participation Rate, age 16 and over

The 37 Percent Mystery: Where Did All the Workers Go?
- *Derek Thompson, The Atlantic*

# Measurable Results

## Estimated Payback Period of RPA Investments



| | | | | | |
|---|---|---|---|---|---|
| 6% | 15% | 55% | 15% | 6% | 3% |
| Don't Know | 3 to 6 Months | 6 to 12 Months | 12 to 16 Months | 16 to 24 Months | > 24 Months |

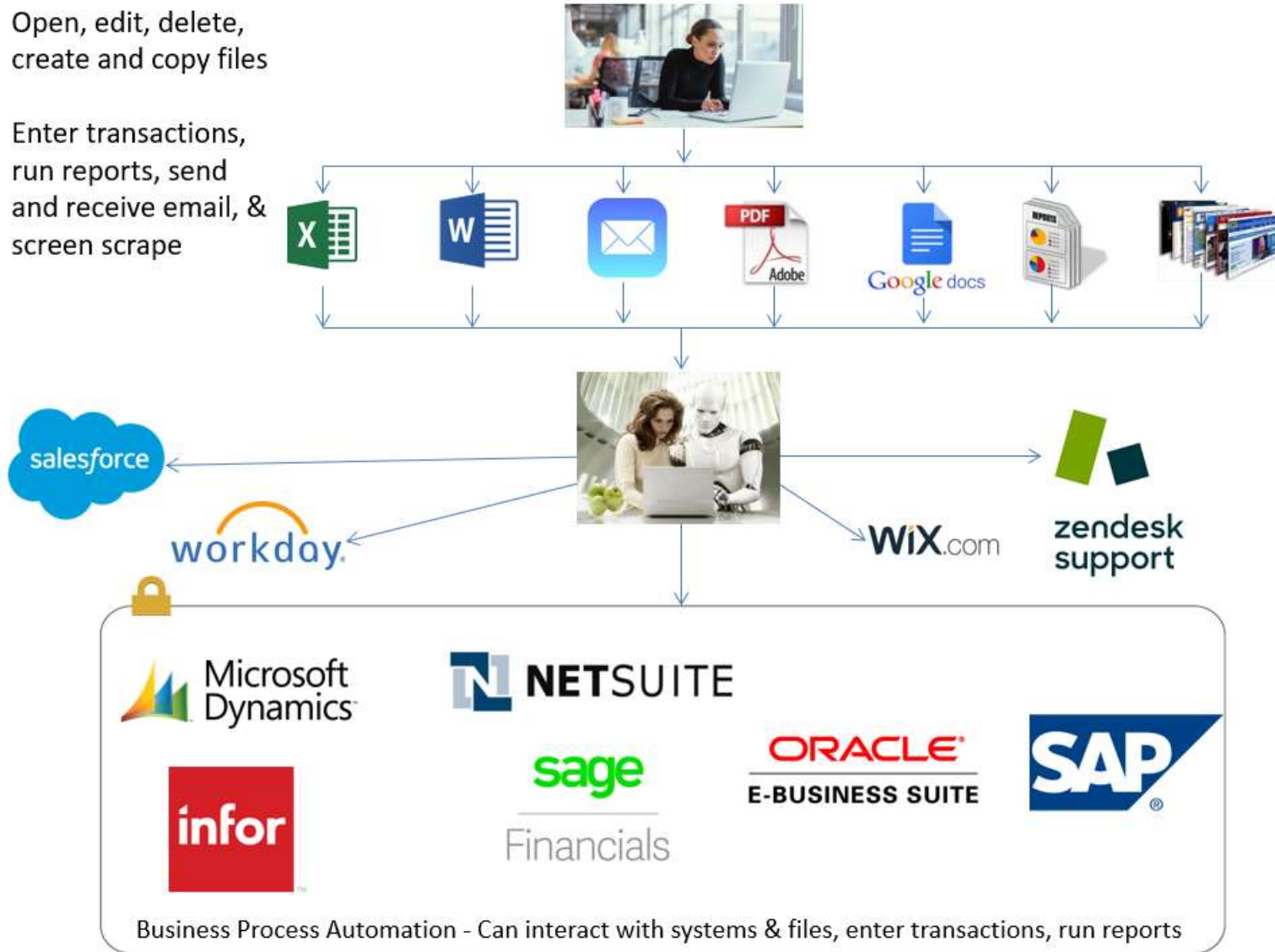NCOAUG
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# No Disruption to IT Infrastructure



Open, edit, delete, create and copy files

Enter transactions, run reports, send and receive email, & screen scrape

Business Process Automation - Can interact with systems & files, enter transactions, run reports

# Quick Time to Market

- UI Tools with Record & Workflow capabilities
- No customization to existing applications
- Software robot is just another user
- No code, low code technology

Figure 1: RPA compared to traditional process transformation approaches



Process disruption (Low / Medium / High) vs. Speed and predictability of execution (Low / Medium / High)

- 1. IT Transformation
- 2. BPMS
- 3. Outsourcing
- 4. RPA

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# Changes in the Workforce – The Employee Experience

- Employees today struggle to perform under the weight of mind-numbing, repetitive work. They're influenced by their consumer experiences and want similar experiences in their jobs.

- **Employee experience must take center stage:** Sixty-six percent of respondents said that RPA restructures existing work, enabling employees to have more human interactions, and 60 percent said RPA helps employees focus on more meaningful, strategic tasks. In addition, 57 percent of respondents report that RPA reduces manual errors.

# Starter Kit – An easy way to begin

One Year UiPath Software Subscription & eAlliance RPA Managed Services

- Automation Planning Workshop
- Automation ROI Scorecard
- One Automated Business Process
- Administration & Ongoing support of automation environment
- Automation HelpDesk System
- ROAR (Robotic Operations & Audit Reporting)
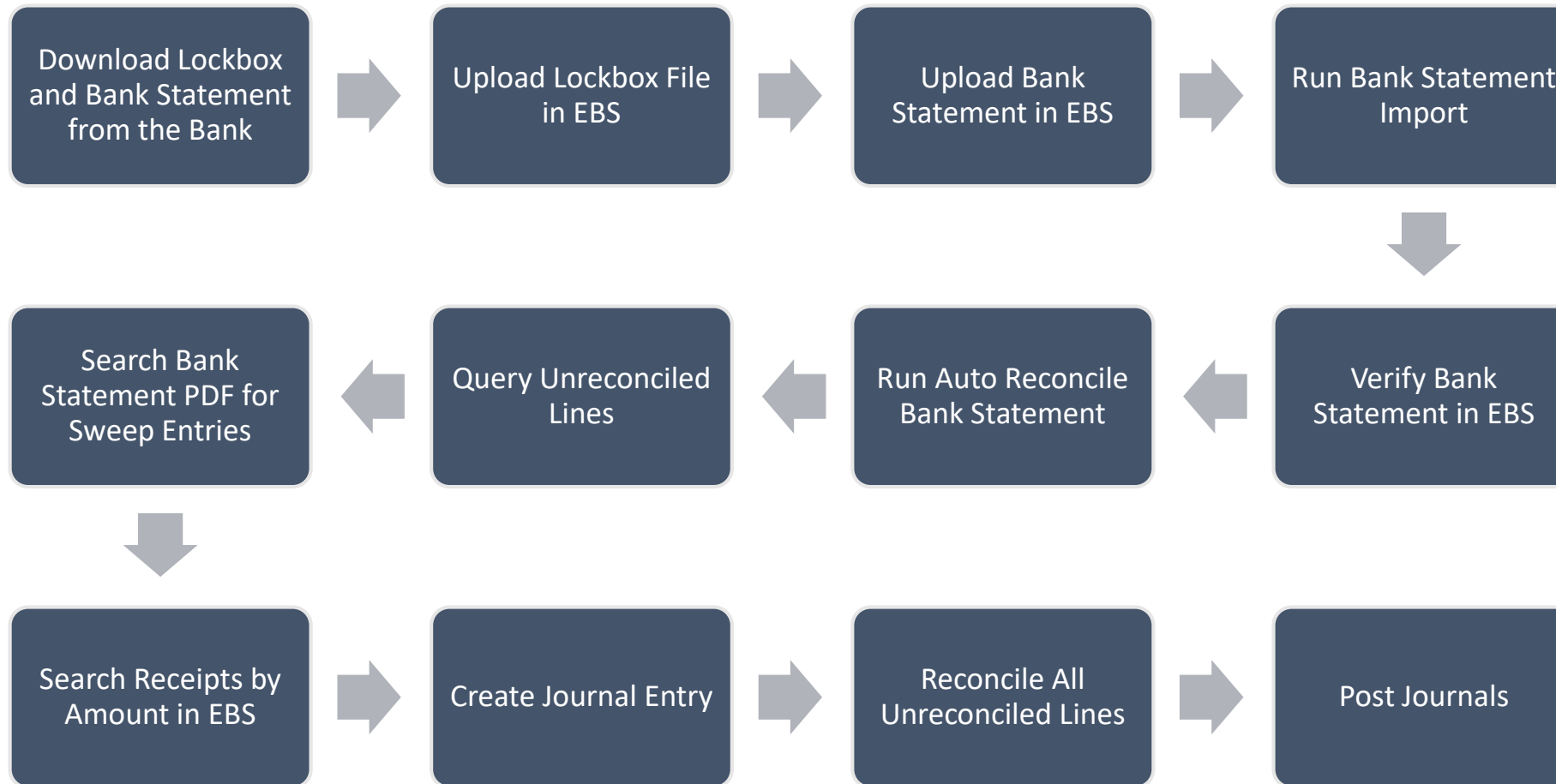- Automation Center of Excellence
- Automation Roadmap
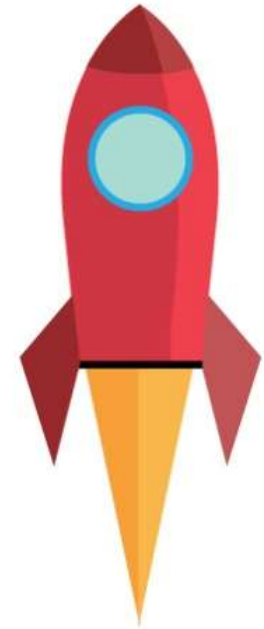
*"RPA has been a Win-Win for us."*
*- Tom Sheppard, CIO, Brake Parts Inc.*

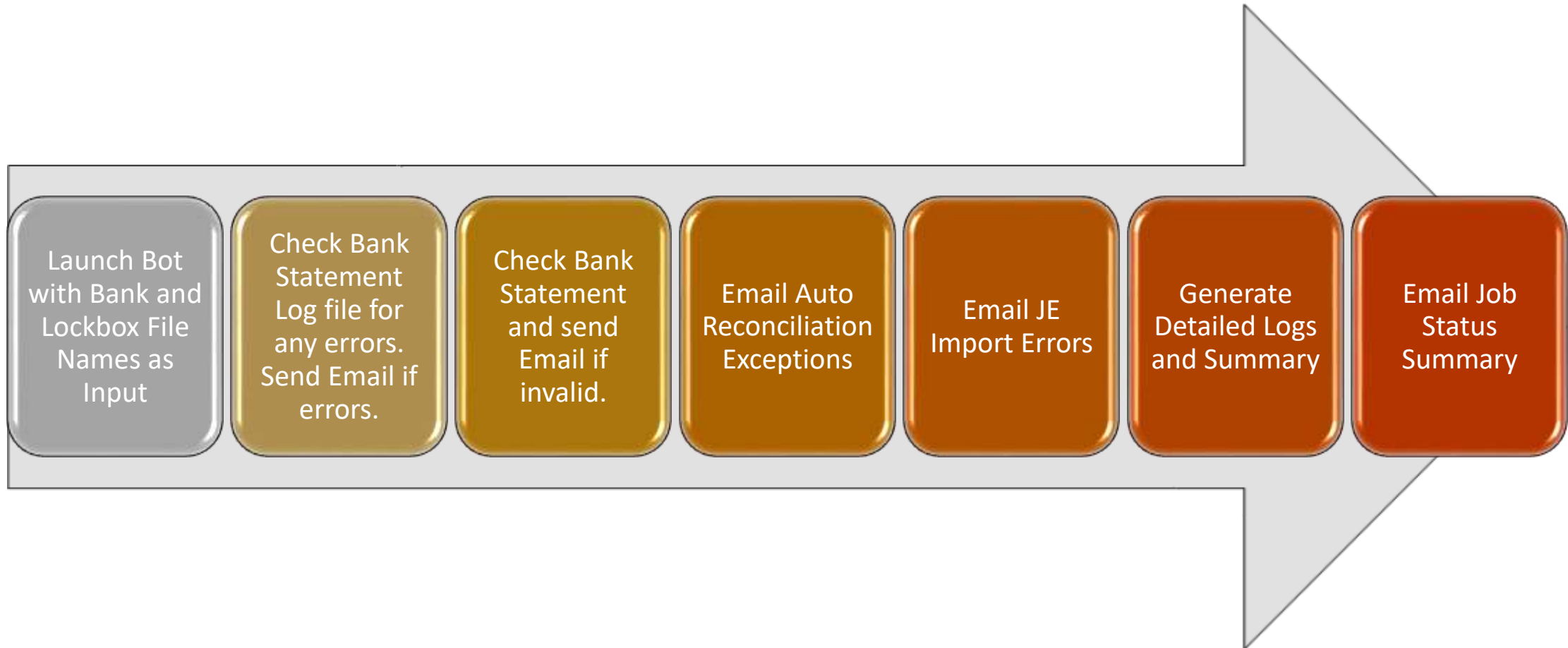# Why Bank Recon Process?

1. Repetitive in nature

2. Number of steps

3. Critical for month close

4. Side stepped for HP tasks

# Manual Process Steps

Download Lockbox and Bank Statement from the Bank → Upload Lockbox File in EBS → Upload Bank Statement in EBS → Run Bank Statement Import

Run Bank Statement Import → Verify Bank Statement in EBS

Search Bank Statement PDF for Sweep Entries ← Query Unreconciled Lines ← Run Auto Reconcile Bank Statement ← Verify Bank Statement in EBS

Search Bank Statement PDF for Sweep Entries → Search Receipts by Amount in EBS → Create Journal Entry → Reconcile All Unreconciled Lines → Post Journals

# "Bot" Process Flow

| Launch Bot with Bank and Lockbox File Names as Input | Check Bank Statement Log file for any errors. Send Email if errors. | Check Bank Statement and send Email if invalid. | Email Auto Reconciliation Exceptions | Email JE Import Errors | Generate Detailed Logs and Summary | Email Job Status Summary |
|---|---|---|---|---|---|---|

# Seeing is believing - Software Robot in Action



[Video](#)

# Implementation Approach

1. IT Work Request

2. Discovery phase

3. Detailed process document

4. Detailed requirement discussion with SME

5. Design review and feedback

6. Development

7. Unit testing, IT testing

8. User acceptance testing (UAT)

9. Parallel run

10. Promotion to Production

# Success Factors

1. Executive sponsorship

2. Documented  process

3. Review and feedback

4. Good partner

5. Test, test and test

# Reactions From Users

# Lessons Learnt

1. Timing

2. Testing

3. Selection criteria

4. Education, awareness

# Going Forward

1. Order creation from customer portal

2. Journal upload and processing

3. Order line cancellation process

4. Shipment scheduling

# Q & A

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