



# CASE STUDY

## Supplier Queries Automation ServiceNow-SAP

### RPA Developer

Suppliers faced delays with unpaid invoice queries, manual checks in SAP slowed resolution processes, aiming to automate using RPA with UiPath tools, enhancing efficiency and reducing manual workload, streamlined operations for GNFR and GFR teams, ensuring faster query resolution and improved service.

## CHALLENGES

- Manual processes create bottlenecks in query resolution.
- Human errors lead to financial discrepancies and disputes.
- Inefficient tracking causes backlogs and slower responses.
- Lack of real-time updates affects supplier financial planning.
- Scalability issues increase workload and operational costs.

## STRATEGIC RESPONSE

- Automated query extraction improved efficiency.
- Invoice status verification reduced errors.
- Records updating automation enhanced response times.
- Bot integration minimized manual intervention.
- Complex case escalation ensured human oversight.
- Audit logs automation ensured compliance.
- Real-time updates improved supplier relationships.

## REQUEST FURTHER INFO

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## RESULT



**800 man-hours saved  
monthly**



**£200K/\$250K yearly**

## CONCLUSION

- Automation streamlined invoice query resolution.
- Eliminated inefficiencies in manual verification.
- Significant cost savings and reduced processing time.
- Improved supplier relationships with real-time updates.
- Focus shifted to strategic activities, not repetitive tasks.
- Financial savings demonstrated strong return on investment.
- Enhanced compliance with audit logs and accuracy.
- Project cost recovered quickly, proving scalability.

Case Study Reference - 1536

