



Coca-Cola EUROPACIFIC PARTNERS

Coca-Cola Europacific Partners Saves €17 Million With Intelligent Automation



GLOBAL WINNER

Coca-Cola Europacific Partners (CCEP) is one of the leading consumer goods companies in the world. They make, move and sell some of the world's most loved brands – serving 600 million consumers and helping more than four million customers grow across 31 markets. With five business units across three continents, CCEP aims to be a highly connected and digitized beverage bottler and uses a technologically advanced supply chain to deliver their products efficiently across diverse markets. For the past seven years, CCEP has relied on intelligent automation (IA) to help advance their digital transformation efforts.

€17
million
cost savings

99%
faster
to process orders

80%
reduced error
rates

555%
increase
in automation usage
< two years

Delivering a Personalized Customer Experience and Improved Operational Efficiency

CCEP recognized the need to balance rigid standardized processes with the flexibility to accommodate unique customer requests. They aimed to implement a technology that could handle background data searches so that the customer service team could focus on speaking directly with customers. They implemented an SS&C Blue Prism digital workforce seven years ago to support this effort and help employees work more efficiently.

A team of 19 employees and 60 digital workers have joined together to complete 1,050 process optimizations and manage 450 automations, which handle 13 million individual tasks. Digital workers have become an integral part of CCEP's local teams – working in sales, finance, HR, operations, IT, supply chain and logistics. IA has delivered 580,000 hours (or 278 working years) back to CCEP's business, saved 17 million euros and reduced error rates by almost 80%.



Digital workers have also helped CCEP stay quick on their feet, something that became apparent during the last Olympic games when they had to rapidly respond to new business needs. CCEP committed to reducing single-use plastic bottles at this event and promoted the use of soda fountains and returnable glass bottles. If not for CCEP's team of digital workers, making this change would have required significant manual work and three additional staff members. Instead, the automation team easily expanded their existing automations and had the new process ready with time to spare ahead of the opening ceremony.

Digital workers have helped reduce overtime work and enabled employees to manage workload fluctuations. Employees can focus on complicated tasks, like supporting items that have arisen as CCEP expands into new geographies and acquires new business. Employees can quickly apply best practices, centralize activities and transition processes to CCEP's systems. Streamlining this work ultimately benefits customers, employees and the business as a whole.

Innovating CCEP's Order-to-Cash Process

CCEP uses intelligent document processing (IDP) technologies, including SS&C | Blue Prism® Decipher, to manage the large volume of documents involved in their order-to-cash (OTC) process. Prior to incorporating IA into this process, a time-consuming manual effort was required to manage diverse order formats and individualized rules, which opened the door to errors. They have seamlessly integrated digital workers into every step of the OTC process — from customer order creation to billing — including dispute resolution and payment processing. Errors have been sharply reduced and more than 232,000 hours of time saved, allowing teams to focus on more impactful tasks.



The outstanding metrics generated by our automation program reflect our unwavering commitment to innovation and excellence and translate into tangible benefits that have positioned us as pioneers in leveraging automation technologies for sustainable growth and success.”

Nicolas Pignon

Head of Intelligent Automation, CCEP

Start your digital transformation journey by speaking with one of our automation experts.

Email us at bpm-contact@sscinc.com to learn how SS&C Blue Prism can help your organization realize transformational business value with intelligent automation.

Automating Sales Orders From End to End

Two years ago, CCEP set out to standardize customer-specific order requests across all markets. To do this, the automation team harnessed a combination of SS&C Blue Prism, ABBYY and Microsoft SharePoint technologies. They started with a few select customers in five countries but quickly grew to support 120 customers and process €800 million in orders within a year.

Digital workers now extract and process data from each sales order. They recognize customer-specific stock keeping units (SKUs), recalculate quantities based on packaging variations and perform real-time checks on product availability. CCEP's live dashboard — a combination of SharePoint and SS&C Blue Prism — delivers transparency into order status and workload monitoring and supports the swift resolution of any issues during order creation.

The digital workers are flexible and adapt to the customers' end systems, enabling customers to submit their orders through their preferred system. Orders are now processed in a matter of seconds — a 99% improvement in speed. Freed from this manual process, the customer service team can contact customers directly and provide solutions for complex issues or resolve out-of-stock orders. This has improved accuracy and the reduction in errors has directly correlated to a decrease in delivery disputes.



SS&C Blue Prism fuels the world's most complex businesses with agentic automation that's trusted, tested and ready to run.

Backed by SS&C Technologies, a \$25 billion enterprise, we fuse advanced AI-driven software with deep industry expertise to turn agentic from idea to impact. Our agents operate where it matters most: in high-stakes, high-compliance environments across banking, healthcare, insurance and asset management and 70+ other industries. With built-in governance, proven execution and a straight line to value, we help enterprises work faster, safer and smarter. As our own “customer zero”, we power over \$4 trillion of SS&C customer assets with the same engine we deliver to our customers.

We make agentic AI operational.

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