Resilient Supply Chain and Batch Operations

For a leading Life Science and Healthcare company

ABOUT THE CUSTOMER

The customer is a leading American multinational corporation in pharmaceuticals, health care, medical devices and packaged consumer goods industries. Founded in 1886, the customer serves 175 countries with business operations in 65 countries. They have over 130,000 employees globally and own several market leading brands under its banner.

BUSINESS CONTEXT

For a market leading enterprise with a substantial operation and global presence, it is imperative to have a robust and resilient IT system in place. Hence, enterprises need to ensure their IT operations are always up and running. IT operations that supports the various business processes and numerous critical business applications must run like a well-oiled machine. To ensure this enterprises need future-proof solutions that leverage AI/ML to derive value of the highest order.

THE OPPORTUNITY

Digital Transformation by building a centralized automation platform for the organization

The customer had envisioned a futuristic business operation by moving ahead from pocket automations to a centralized automation platform. The goals for this initiative were:

- Diligent Monitoring and Predictive Analytics
- Resilience in business operations
- Optimized supply chain and operations

To achieve this, the need was for an intelligent automation tool that would reduce operational cost through transformation of ERP, non-ERP applications and infrastructure maintenance along with automation of business processes. There were certain characteristics that were expected such as intelligent automation, analytics, MTTR improvement, regulated inbound integrations and so on.

This is a unique case study where ignio's extensibility feature has been utilized extensively. ignio with its core AIOps capabilities and its products 'ignio AI.ERPOps', and ignio 'AI.Workload management' is an integral part of the customer's centralized automation platform. This has helped resolve critical business problems and help organization in its digital transformation journey.

01 Auto Number Range Extension

PROBLEM

The organization's order and billing operations required an active number range (unique invoice number) to be always available. Without the number range availability, the customer was not able to generate revenue documents such as sales orders, delivery receipts, accounting documents and so on**. Thus, lack of number range would result in business downtime and at times result in revenue loss.**

Moreover, some number ranges depend on external factors such as the Government, in which case the customer must require an advance notification.

THE SOLUTION

ignio AI.ERPOps **simplified the end-to-end number range monitoring** and auto extension by running a health check for all internal and external number range on SAP ECC order and other billing documents.

Further, ignio garnered the consumption data that it used to run self-heal by triggering the internal number range extension. ignio also automated the notifications for regulatory agencies to generate external number range, once threshold was reached.

AI.ERPOps Benefits

1.8M USD worth of order transaction delay was eliminated

15 Hours of downtime for order and billing process was eliminated

KEY VALUES DELIVERED

- Better **customer experience** with improved **business continuity** and No delays in order & billing processes related to business unit revenue
- Significantly improved Business continuity

02 Supply Chain Planning & Automation

PROBLEM

The customer faced a substantial gap in their supply chain monitoring with issues ranging from missing alerts, lack of on-time remediation and so on. This created inconsistency with stock in hand such as shortage or surplus since stock in hand quantity was not considered during the planning phase.

The customer used many business applications. To ensure proper monitoring of the supply chain and correct distribution of information called for over 70 integrations to process the information, making the process more complicated.

THE SOLUTION

ignio AI.ERPOps integrated with SAP ECC, BW, APO and JDE system platform to create a monitoring and notification mechanism to find and resolve issues through self heal.

With this, the end-to-end supply chain monitoring was simplified. ignio ran health checks on the system to identify the root cause of the concern and notified the appropriate team for further remediation.

AI.ERPOps Benefits

25% Reduction in the supply chain related incident volume

250+ Failure points for which ignio provided proactive notifications

KEY VALUES DELIVERED

- Increased reliability and resilience of Supply Chain Planning process

03 Automated Audit file check

PROBLEM

The customer faced multiple issues owing to human errors in business operations. Any errors caused in the ERP system database further caused issues in business-critical processes, resulting in business downtime.

Downtimes led to disruptions in the supply chain which eventually impacted the customers/patients, and revenue loss of up to $1 million.

THE SOLUTION

ignio AI.ERPOps provided a **centralized dashboard** for all admin activities. Moreover, ignio detected any unauthorized access to the SAP database by adding a trigger to when anyone logs into the database.

Whenever a user login is detected, ignio verifies the credentials before validating any request. If any suspicious entry is recorded, ignio immediately informs the administrator to take further action.

04 Critical Job/Process Chain(PC) Monitoring

PROBLEM

The customer lacked automated monitoring for their PCs and jobs. These PCs and jobs are responsible for critical business deliverables such as sales order creation, demand creation, etc. Failures or delays in these processes has direct impact on next day's business. Thus, it was important to monitor these jobs and keep a close eye on anomalies.

Large scale, complex inter-dependencies, and presence of multiple partners was leading to lack of end-to-end visibility of the batch progress. Manual monitoring in silos of business processes didn't provide the bird's eye view across the processes leading to inability to assess criticality of a failure or delay.

THE SOLUTION

ignio AI.Workload Management automatically monitored batch progress and provided an aggregated view across these business processes.

ignio AI.ERPOps capabilities were extended to monitor process chains effectively. Thus, ignio detected failures and delays, assessed their impact, and sent out notifications to appropriate teams through SMS and voice calls.

AI.ERPOps Benefits

8-10 Hours business downtime elimination

1 M USD loss eliminated

KEY VALUES DELIVERED

- Compliance assurance
- Resilient Supply chain & Financial operations
- Automated audit reporting and elimination of recovery time from unplanned outages

AI.Workload Management and AI.ERPOps Benefits

1000+ Operational tasks eliminated ($ 200k/year saving)

74551 ControlM jobs and PC monitoring activities automated. Thus 2000+ operational activities eliminated ($ 400k/year saving)

KEY VALUES DELIVERED

- Huge amount of manual effort savings and letting people focus on strategically important tasks
- Improved visibility