HachiAI
Case Study

Intelligent Digital Co-Workers increase inventory accuracy, manage varying order demand and uncover revenue opportunities by automating co-packaging operations of a multinational CPG company.

3x Increased Efficiency

> 75% Cost Reduction

100% Accuracy

3 Months Payback Period

BACKGROUND

Co-packaging is a critical strategic component of CPG supply chains. This Case Study covers the operations team at a co-packager that is part of a leading multinational CPG company's supply chain.

This operations team is tasked with
- Receiving goods in bulk
- Repackaging the goods in retail ready formats
- Shipping out the packaged orders to retail stores.
- Using SAP ERP system modules to manage the process:
  - Recording bulk receipts of goods
  - Tracking any damages / losses during packaging
  - Tracking order completion upon repackaging

The team must also continuously update a separate SAP ERP system, operated by the CPG company, comprised of the same data to ensure inventory accuracy and visibility at all times.

MAJOR CHALLENGES

1000s of SKUs to be tracked and reconciled across two instances of SAP lacking integrated
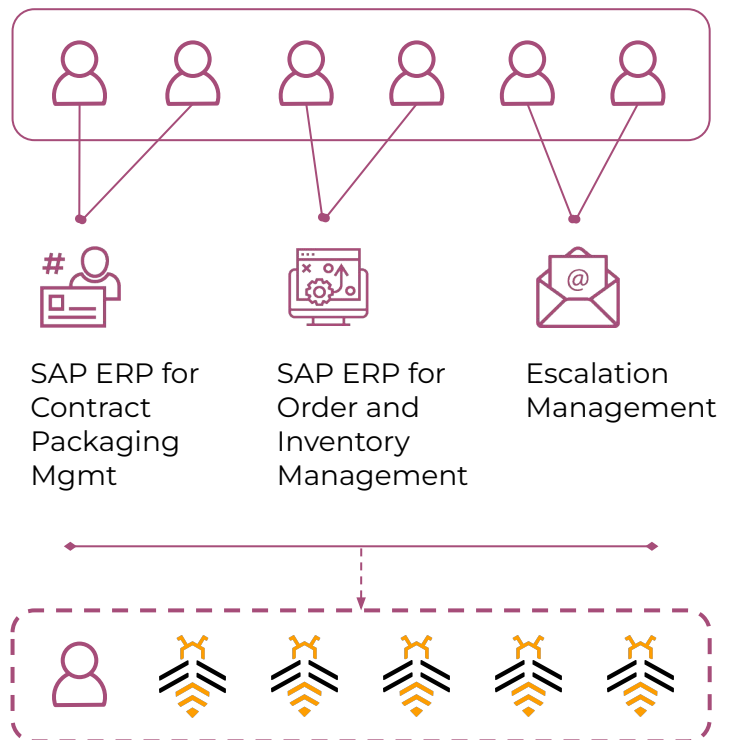
24x7 capacity needed to handle unpredictable seasonal order volume

Significant delays and rework due to errors in manual data entry and redundant tasks

Multi Million $$ Integration required over 12+ months

SAP ERP for Contract Packaging Mgmt

SAP ERP for Order and Inventory Management

Escalation Management

APPROACH

Intelligent Digital Co-Workers (IDCWs):

Created without any coding by combining **10+** existing **microskills** to automate tasks efficiently. They seamlessly emulate human actions, automating workflows across two SAP ERPs without custom software development or costly system integrations.

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SUCCESS

We created agile, **non-intrusive** bots (IDCWs) that seamlessly integrate into existing systems, assisting workers with necessary yet redundant tasks.
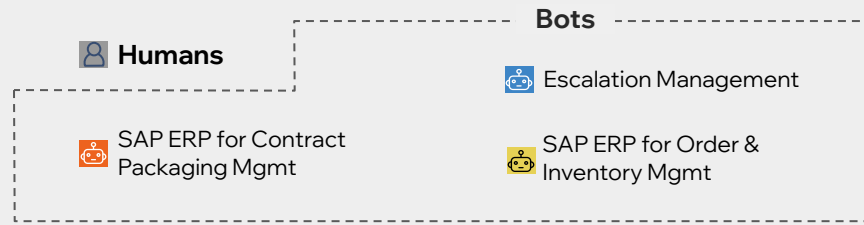
This approach ensured:

- **No** new **integrations** needed
- Immediate Increased Efficiency
- Value Delivered on a Daily Basis
- **100%** Accuracy
- Assistance **24x7x365**
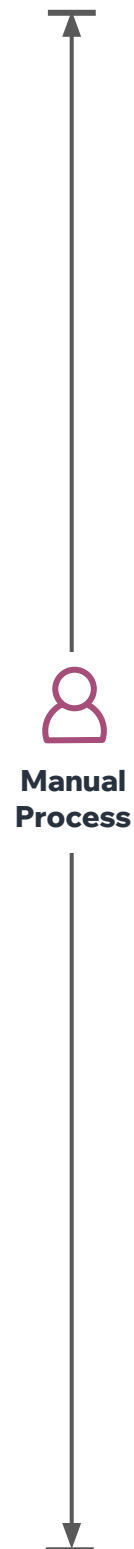
Keys Skills Exercised:

1. Multi-Platform Login Access
2. Data Reading and Extraction
3. Data Entry and Migration
4. Searching and sorting
5. Reconciliation
6. Categorization
7. Updates & Corrections
8. Error Detection and Escalation

Achieved Results

- ❖ **> 75%** Cost Reduction
- ❖ **3x** Decreased Cycle Time
- ❖ **3** Months Payback Period
- ❖ **ROI** from **Day 1**
- ❖ **12** of **14** Tasks Automated
- ❖ **1000+** SKUs
- ❖ **100+** Daily Orders

Humans

Bots

- Escalation Management
- SAP ERP for Contract Packaging Mgmt
- SAP ERP for Order & Inventory Mgmt

BEFORE

AFTER

Manual Process

Hachi IDCWs

Receive Items to be Packaged

Add Order to Contract Packaging Mgmt

Login to Contract Packaging Mgmt

Fetch Order List

Get Order Details

Extract Order Details

Categorize Order by Type

Transform Order Details

Login to Order & Inventory Mgmt

Update Available Inventory

Reconcile Damages & Shrinkage Data

Process Order

Notify & Escalate Errors

Update Order Status

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ABOUT HACHI

HACHI is a Hyper Automation platform for training Digital Co-Workers (Bots) to automate complex workflows as per job descriptions using a no-code approach. All possible human gestures and actions are pre-coded and readily available to read, interpret, write & transform data, make decisions and even manage escalations. Alongside the existing team, these Bots can be rapidly trained to perform tasks just like people, by emulating human actions across existing applications without the need for custom software development or costly system integrations effort on a variety of platforms such as mobile, tablet, web, desktop and even legacy CLI based systems non-intrusively.

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APPLICABLE INDUSTRIES

📦 **CPG** | 🏭 **Distributors** | 🛒 **Retail** | ⚙ **Logistics** | 🏦 **Banks** | 📡 **Telcos**

KEY BENEFITS OF AN IDCW

- **Elimination of High-Volume, Repetitive Tasks**
- **High-Speed & Consistency**
- **High Accuracy & SLA adaptability**
- **Complete automation of Standardized & Rules-Based tasks**
- **Scalability & Capacity Increases**

WORKFLOW-BASED AUTOMATION

- Finance & Accounting
- Sales Process
- HR Support Assistant
- Contact Center
- Supply Process

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