



CASE STUDY

ROBOTIC PROCESS AUTOMATION SIMPLIFIES THE RECONCILIATION OF REVENUE FOR A LEADING COMPANY IN THE HOSPITALITY INDUSTRY

Overview

Our client is a leading F&B/Hospitality provider, with different concepts in the Middle East. The CFO was facing challenges in reconciling their online sales revenue data between their Point of Sale (POS) System, and the revenue data from their Online Partner Portals.

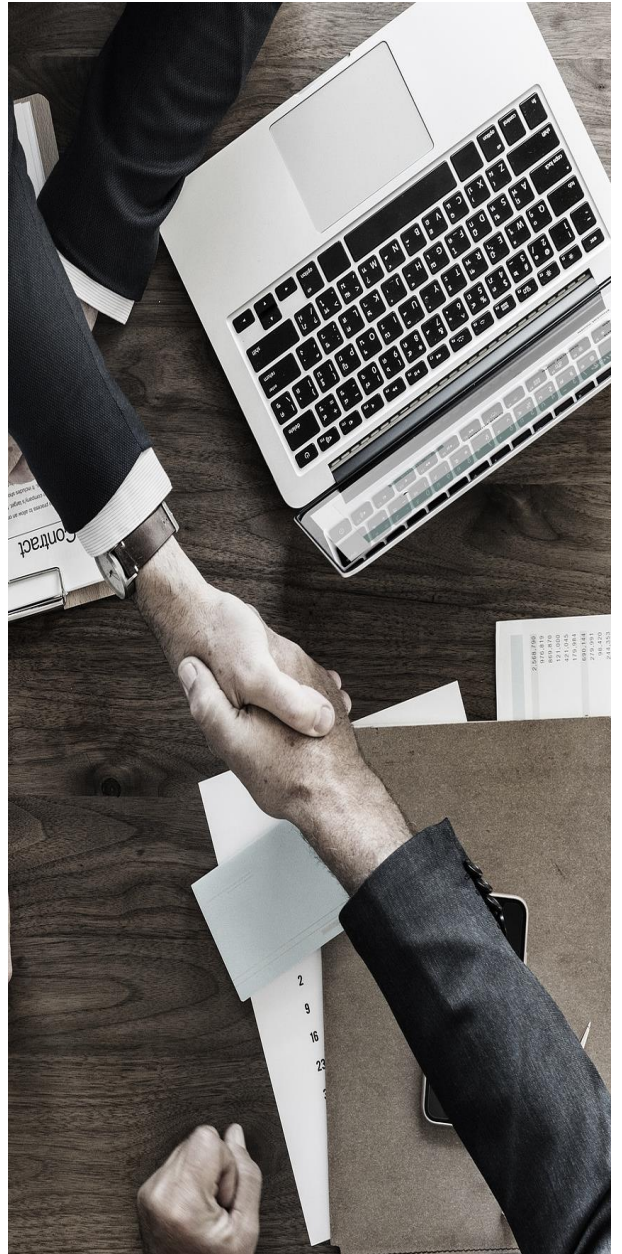
Varishtha Infotech, with the help of Jiffy RPA, was able to successfully automate this process for our client, therefore reducing their time taken, and thus increasing the efficiency of their processes.

Challenge

A primary finance function of our client is the reconciliation process of their online sales revenue data between their POS and the data downloaded from their online food delivery partners.

There are two major partners that amount for over 50% of the online sales revenue, and eight other minor partners. The major partners have an average of 4,000 entries per month respectively.

This reconciliation process is done monthly, however our clients were facing an almost 6-month backlog due to the repetitive nature of the process. This was not only due to large data volume, but each partner presented their revenue data differently, and had different processes for downloading the data. This led to a further rise in the manual effort required. The work being done is monotonous and time consuming in nature.



Solution

When breaking down the process, it was discovered that the matching process was just as time consuming as the tracking of mismatched amounts. We decided to kickstart our client's automation journey by automating the matching process for them.

The tracking of mismatched amounts required a higher degree of human interaction and decision making and has currently been deemed as unsuitable for RPA.

After automating the reconciliation process, our clients have had a significant increase in time available to them. Their employees are now able to focus on tasks that are not repetitive in nature, and require decision making skills.


Automation Journey

We started the automation journey by intently studying their current reconciliation process. We then defined an RPA Framework for Implementation. Our team studied the current revenue inputs being used and familiarized with the POS system our client is using.

The process before automation:

1. Employee connects to POS network. Employee filters and downloads the required POS report.
2. Employee connects to each of the 10 partner websites, and downloads the POS report
3. Employee makes a combined excel sheet (for each of the partners) to manually check each line item from the POS statement to the Partner statement
4. Employee inserts new column as to whether amount matched/unmatched
5. Employee then starts to track the unmatched amounts

The process after automation:

1. **Step 1 to Step 4 is done by the BOT** 
2. Employee then starts to track the unmatched amounts

We tested the BOT numerous times to gather information about all the exceptions that could arise. These were documented and rectified.

Outcome

The time taken by our clients for the reconciliation process has reduced significantly after introducing RPA. Employees now only have to focus on the tracking of unmatched items.



Time taken has reduced by 1/3, significant as compared to their current time



BOT has increased accuracy and eliminated human error

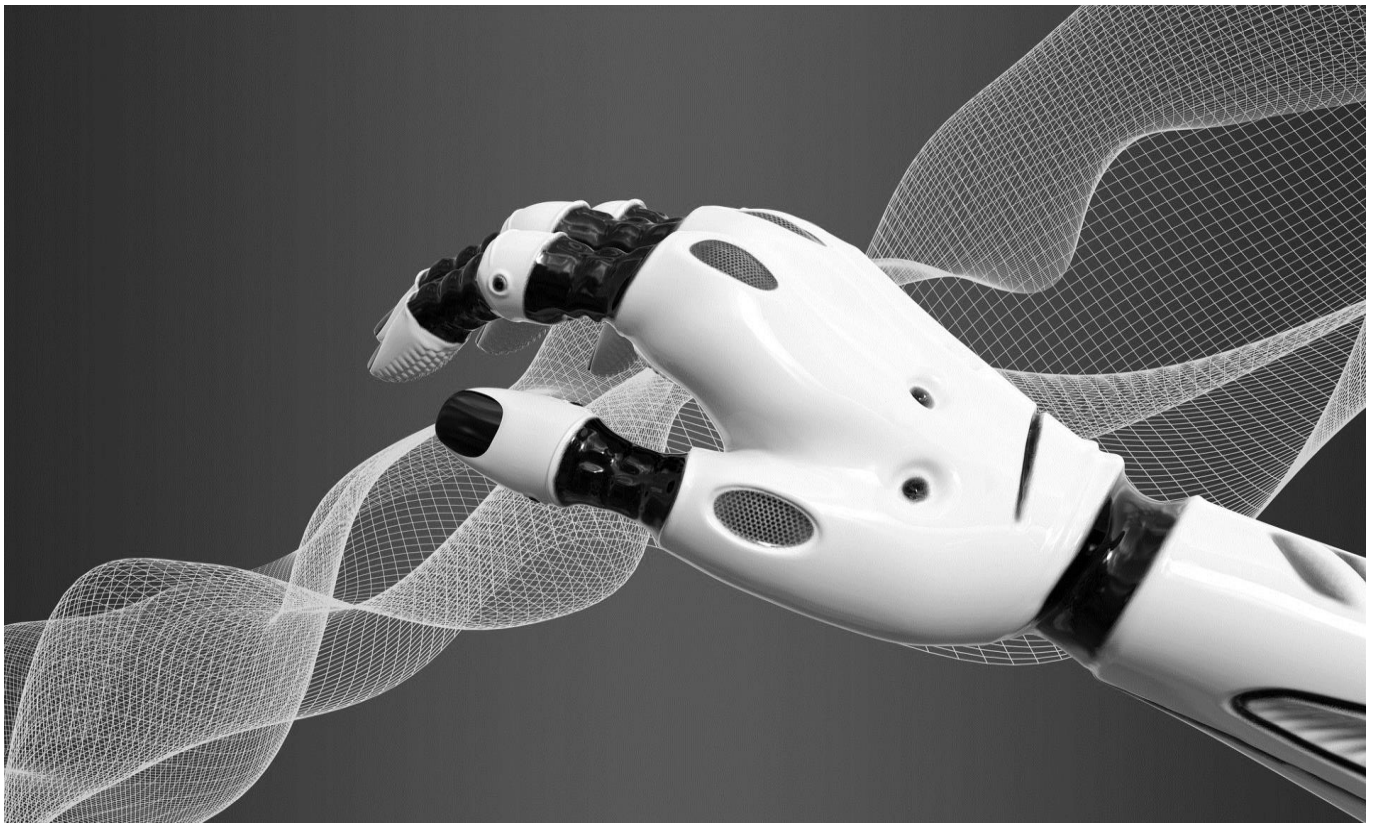


Productivity has increased, as the BOT is able to work after office hours



We were able to redirect our client's employee efforts into more value-adding jobs by automating all that is mundane and tedious. We were able to automate this process with no significant system/process changes from our client's side. Our clients were able to schedule when they wanted the reconciliation to be done, with detailed logs of all processes available for reference.

After witnessing the benefits of BOTS, our client will be looking at further automation options within the organization and we will be assisting them with the same.



Contact Varishtha Infotech today for your Robotic Process Automation needs

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