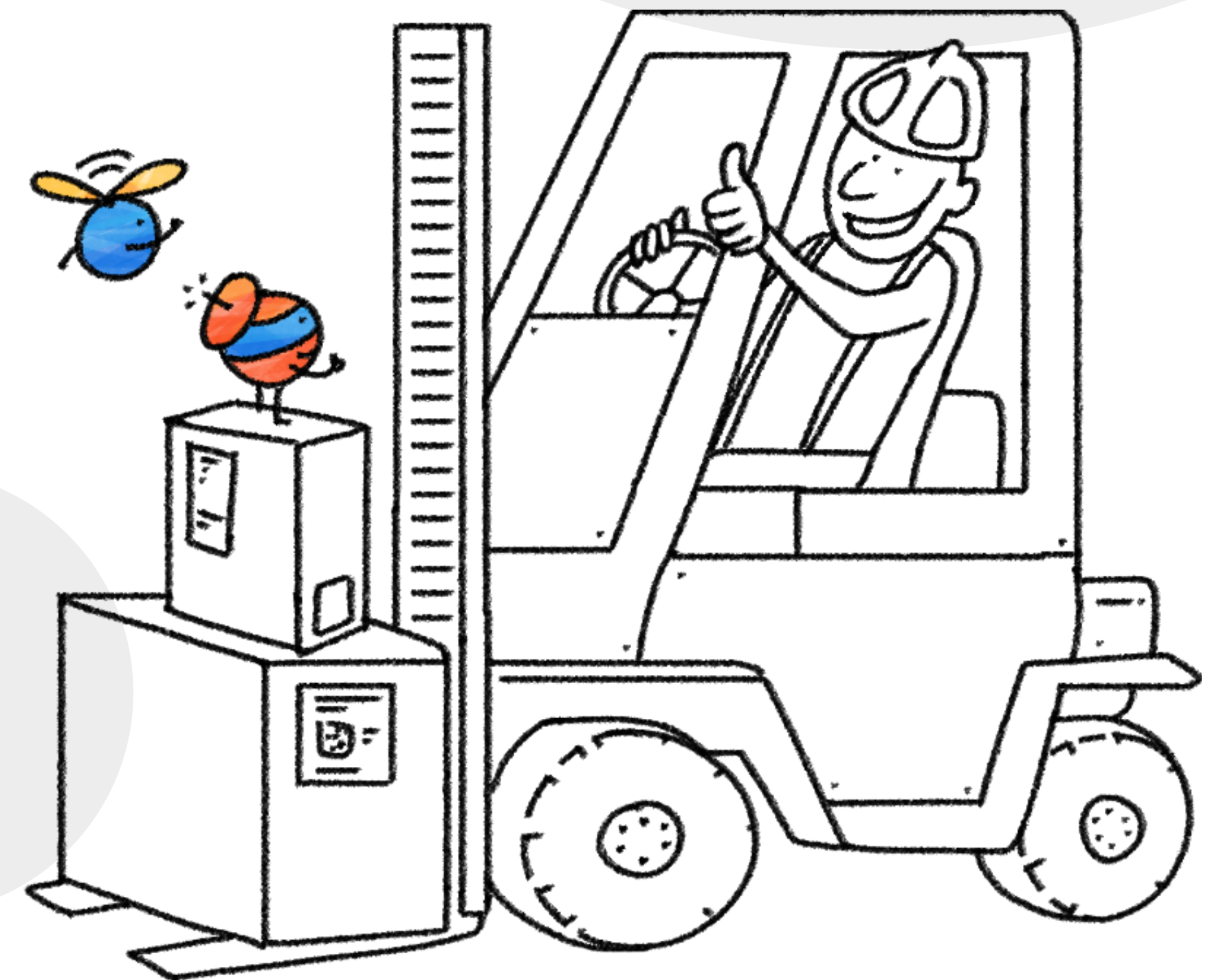


# Destination: Intelligent Manufacturing Automations Applied

Drive innovation, productivity, and revenue  
across your manufacturing business



# Automation's new role beyond the factory floor

Production delays. Supply chain disruptions. Maintenance issues. More demanding customers. A stricter regulatory climate... Today's discrete and process manufacturers face a daunting list of challenges beyond just building a great product at a competitive price.

Manufacturers were the early adopters of automation. You can't picture a modern factory without the highly synchronized, highly precise movements of an army of robots. But there's more to manufacturing success than what happens on the shop floor. There's sourcing the right parts and materials. There's anticipating customer demand. There's processing orders. There's orchestrating your supply chain and

production network. There are partner and customer relationships to cultivate and manage. There are books to balance and compliance, sustainability aspirations to be met. And the processes that support those things are great candidates for automation.

But many of the enterprise information (IT) and operational technology (OT) systems manufacturers rely on don't easily interoperate and share data. That creates gaps in your manufacturing operations and processes that make it harder to identify and address inefficiencies across production networks and entire value chains. Automation can bridge those gaps. It can support smarter, faster, and more accurate processes—and reduce the

administrative workload that can slow down manufacturing processes.

Automation can do more than help you build great products. It can also help you build a great business. Here's how.

**Manufacturers are dealing with more competition, more regulation, and more demanding customers. But the manufacturers that lead the pack have found that intelligent automation is giving them the agility and flexibility they need to thrive in a more crowded and competitive market.**

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(we promise we won't make you fold it back up again)

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# Productivity

The way manufacturers define productivity is changing. They're realizing that automating the flow of materials and information within the enterprise and across the value chain is just as vital to long-term success as maximizing throughput on the manufacturing shop floor.



PRODUCTIVITY

# Sourcing and purchasing

The more complex your product, the more complex your supporting supplier network. That’s why it’s so critical for manufacturers—process and discrete—to take a strategic approach to sourcing and their supplier relationships. And the right strategy needs data. Lots of it. Ingesting and analyzing data at speed is the key to streamlining supplier onboarding. Monitoring supplier performance. Understanding spending patterns with suppliers and how they affect profitability.

Automation helps you collect, consolidate, and verify the supplier information to maintain strong relationships and understand the trends in your spending. You can identify bottlenecks faster, enforce contracts and compliance more easily, and embrace a more strategic and mutually beneficial approach to supplier relationships.

**90%**  
 Canon transformed sourcing and processes 90% of invoices without human intervention.  
[Read their story](#)



## Start here

Build and manage the supplier relationships critical to long-term success.



### Data entry and processing

Streamline the entry of data across multiple systems for fewer errors and higher process efficiency.



### Supplier onboarding

Accelerate the collection and verification of supplier information such as certifications, contracts, and compliance data.



### PO, invoice, and AP processing

Eliminate manual creation, approvals, and processing to improve cycle times and increase visibility into payments, cash flow, and utilization data.

PRODUCTIVITY

# Supply chain management

It's one of the unwritten rules of manufacturing: you're only as efficient as your supply chain. And traditionally, managing supply chain relationships has been a manual, paper-driven, phone-dependent task. But today's manufacturers can't afford to wait to resolve supply chain issues. They want to collect and consolidate supply chain data to optimize cross-company workflows to support more strategic supplier, inventory, and order fulfillment decisions—while improving supply chain visibility, reducing lead times, and simplifying compliance and risk management.

Automation is the key to providing the visibility and flexibility that lead to more efficient and resilient supply chain relationships. It can improve order accuracy and on-time delivery rates, lower costs, and simplify collaboration. It streamlines the paperwork and administrative overhead that keeps supply chains humming.

**2.5 days**

Length of time it took to build an automation that took process time from 4 hours to 2 minutes.

[Read Schneider's story](#)



## Start here

Create a more efficient, flexible, and resilient supply chain network .

 **Inventory turnover/availability**

Simplify the collection of data needed to forecast demand more accurately and plan replenishment cycles to optimize inventory levels.

 **Order fulfillment**

Improve the speed and accuracy of order entry, validation, and routing and automate track-and-trace capabilities across channels and value chains.

 **Supply chain cycle times and visibility**

Improve vendor management and enforce compliance to keep costs in check and integrate data from siloed systems for improved visibility into partner performance.

## PRODUCTIVITY

# Production and maintenance

Factories are data-rich environments. The equipment on the shop floor can generate as much data as it does product. And that data is key to isolating and eliminating production roadblocks. The challenge is that vital operational data often lives in brownfield, siloed systems—and those systems weren't designed to easily share data. And that makes it hard to get the big-picture perspective you need to run your operations more efficiently.

With automation, you can collect and consolidate the data you need from those different sources. And the insight you gain can help you optimize overall equipment efficiency (OEE), production cycle times, quality performance, and accurately measure employee productivity. You can see where and how you're running at peak performance and what and where you need to improve your productivity.

## > 230,000

Total labor-hours saved through automation at BAT.

[Read their story](#)



## Start here

Establish a single version of the truth for production and adjacent functions such as maintenance and quality assurance.



### Overall equipment efficiency (OEE)

Integrate data from siloed systems for a holistic view and analysis of equipment performance and maintenance needs.



### Production cycle times

Accelerate tasks such as order entry, quality checks, and inventory updates to improve real-time production planning and scheduling.



### Quality performance

Streamline quality checks, reduce defects, and improve overall product and process quality.

# Revenue growth

Manufacturers are discovering that the marketing and sales cycles can set the tone for more profitable, long-term customer relationships—and that automation can play a key role in driving revenue growth by shortening the timeline between a prospect’s initial interest and signing on the dotted line.





REVENUE GROWTH

# Marketing and sales

It's not enough to manufacture a great product. Today's buyers have too many choices. And they have high expectations. You have to deliver the experiences that set you apart from the outset. That means creating smoother, highly personalized customer journeys across multiple channels to convert interactions into transactions.

AI-powered automation can help you connect with more potential buyers and usher them through the sales cycle more efficiently. Automated chatbots can answer more questions. Robots can support live agent interactions with the right information at the right time. And automation can help collect and consolidate the information for more effective go-to-market strategy. Marketing pros and sales teams can make each interaction more personal, more relevant, and more likely to turn one-time buyers into lifelong customers.

**\$500,000**  
 saved in cost avoidance  
 by E.&J. Gallo through  
 automation  
[Read their story](#)



## Start here

Turn interested prospects into loyal buyers by personalizing engagement.



Sales growth

Accelerate lead generation and improve qualification to focus on high-value opportunities based on historical customer data and behaviors.



Sales and marketing alignment

Integrate sales and marketing data to improve collaboration, and enable closed-loop reporting.



Marketing ROI

Improve conversion rates with more accurate customer segmentation and behavior analysis, and support consistent and relevant follow-up.

# The customer experience

Great customer relationships used to start with a meeting and a handshake. Things have changed. Today, manufacturers engage customers across any number of channels—and the foundation of lucrative long-term customer relationships is a rich, relevant, and personalized experience.

## THE CUSTOMER EXPERIENCE

# After sales and services

Even in an industrial context like manufacturing, customers now expect consumer-grade services. They want quick answers to their questions on products, orders, and delivery timelines and engagement via voice, chatbot, online, or all of the above. They expect personalized interactions and proactive communications.

It's a major paradigm shift for manufacturers who are used to differentiating themselves on product alone. These days, how a manufacturer does business can be as critical to success as what they make. But automation can help manufacturers deliver the high touch, highly personalized engagement customers want, from the initial stages of the sales cycle to ongoing after sales and services. Technologies like chatbots and communications mining help them offer more types of service—and more personalized interactions—without adding armies of contact center agents.

# 63%

cut to AHT when Sharp implemented automation.

[Read their story](#)



## Start here

Forge customer and field service connections that translate into ongoing value.



### Fleet and equipment management

Streamline maintenance workflows and planning, infuse predictive/AI models, automate spare parts management and create knowledge base for technicians.



### Personalized after sales service

Deliver customized interactions with self-service capabilities and data analytics tailored to buying histories and preferences.

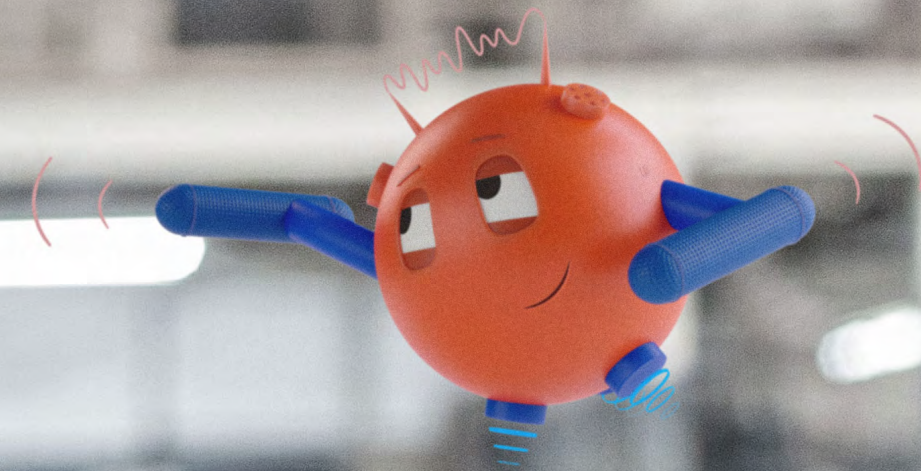


### Field service optimization

Deploy intelligent scheduling and routing of technicians with remote monitoring, diagnostics, and efficient tracking of part and inventory levels.

# Compliance and sustainability

More manufacturers are finding that short-term thinking will only deliver short-term impact. They're searching for ways to take a more sustainable approach to business that raises their prospects for ongoing success—and that puts them in good stead with key stakeholders and regulatory bodies.



## COMPLIANCE AND SUSTAINABILITY

# Compliance and sustainability

Keeping track of the data you need to enforce compliance and ensure sustainability is a big job. You have to collect and consolidate a lot of data from a lot of different sources—including your own facilities and those of your supply chain partners. But a growing number of today's customers are demanding a higher level of transparency and accountability. They want to know that the products you provide meet their own as well as mandatory regulatory standards. So, it's critically important to monitor that data and generate timely, detailed, and accurate reporting.

The question is, how can you do that without distracting your workforce from the job at hand? That's where tools like automation, AI, and document understanding come in. They can tackle the administrative workload, so you can focus on the production workload.

“When it comes to large, value-added business processes, then much more needs to be considered, up to and including compliance rules. For example, how do I deal with financial data, information security? Data protection?”

[Read Siemens Mobility's story](#)



## Start here

Create a more transparent and accountable organization.



### Data aggregation

Consolidate data from multiple systems for regulatory reporting.



### Improved accuracy and timeliness

Ensure greater accuracy of compliance and sustainability materials and enable real-time reporting.



### Credibility and integrity

Improve accountability to regulators, auditors, and investors with thoroughly documented compliance activities.

# Map of key manufacturing use cases

Selected set of applied, impactful, intelligent manufacturing automations

## Productivity

### Sourcing and purchasing

- Invoice processing and exception management
- Raw material pricing updates and monitoring
- Vendor onboarding, updates and performance monitoring
- Automated legal and compliance checks

### Supply chain management

- Bill of lading creation/updates
- Good receipts matching, updates and amendments
- Transit shipment – contract validation and monitoring
- Critical parts inventory monitoring and reporting

### Production and maintenance

- Operational visibility through real-time reporting
- Preventative/predictive maintenance and updates to plans
- Production/quality control and decision support
- Incident management and reporting

## Revenue growth

### Marketing and sales

- Sales order – data entry, validation, payment approval
- Quotes generation, approval and delivery
- Process payments and update tax information
- Customer registrations, data enrichment

## Customer experience

### After sales and services

- Dealer and supplier – Automated data collection and validation
- Service desk integrations
- Claims/warranty automation – validation, approvals and assessments
- Service order processing and tracking

## Compliance and sustainability

### Compliance and sustainability

- Data collection for energy consumption, emissions and waste
- Integration with 3rd party data sources/databases/portals
- Automated compliance monitoring and alerting
- Benchmarking and competitive analysis

# Next steps

You've reached the end of this automation atlas. We hope you found inspiration for creating a successful path to manufacturing transformation.

The destination is totally worth the journey—and it's probably closer than you think. UiPath is ready to provide the expertise you need to get started and create innovative solutions to your biggest manufacturing challenges.

**Contact us to start your manufacturing automation journey today!**

## What does success look like?

**Sourcing and purchasing:** [Canon](#) transformed sourcing and cut 6,000 hours out of invoice processing time.

**Supply chain management:** [Schneider Electric](#) cut order processing times from hours to minutes.

**Production and maintenance:** [BAT](#) used automation to streamline production and maintenance.

**Marketing and sales:** [E.&J. Gallo](#) streamlined data entry while ensuring accuracy with automation.

**After sales and services:** [Sharp Electronics](#) boosted customer service productivity by 60% with automation.

**Compliance and sustainability:** [Siemens Mobility](#) simplifies compliance through automation.

