Rising Demand for Automation

51% of Workday on Low-Value Tasks

High-Value Tasks | Low-Value Tasks

19 Workdays Annually on Repetitive Tasks

19

Volume of Repetitive Tasks

Businesses face an overwhelming number of repetitive tasks that consume time and resources.

Operational Efficiency Pressure

Organizations are driven to find ways to improve efficiency and reduce costs by automating routine processes.
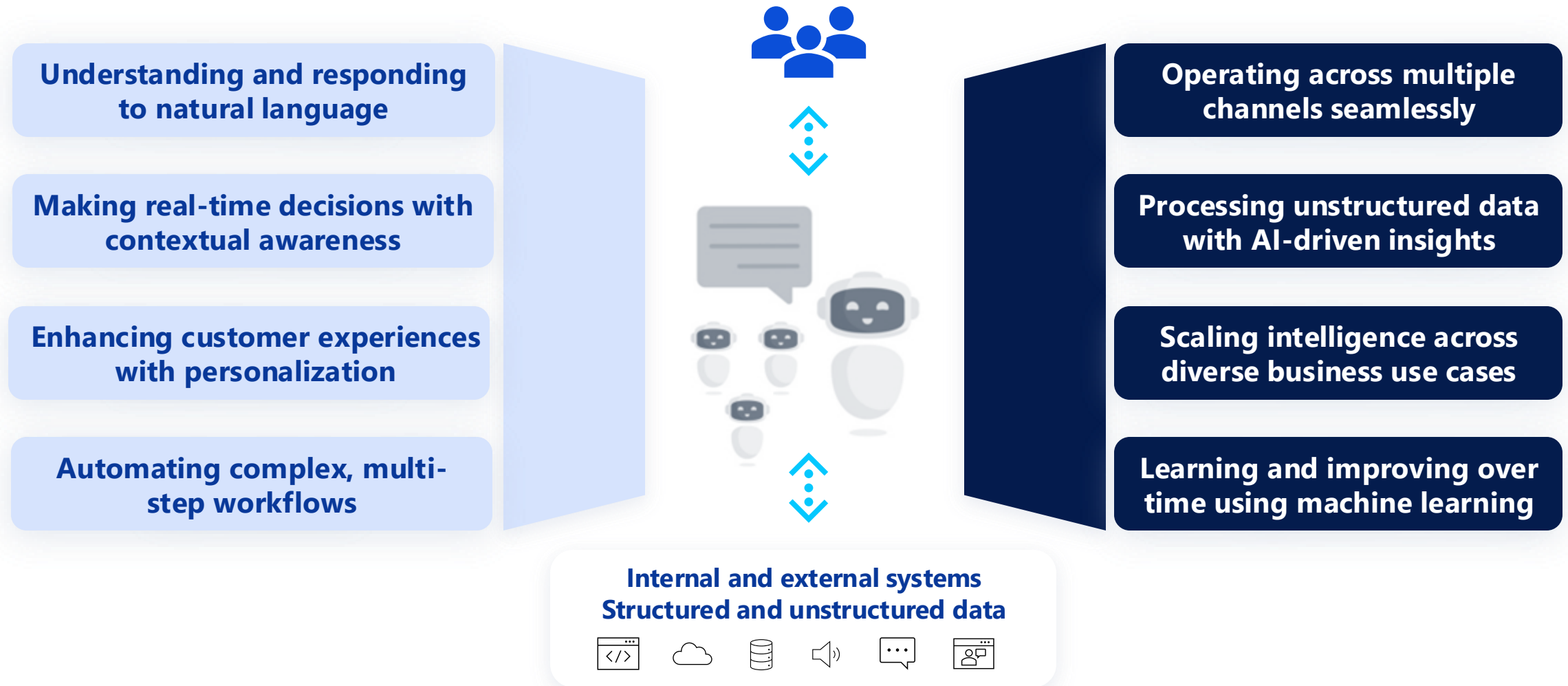
Employee Productivity

Repetitive tasks limit employees' ability to focus on high-value, creative, and strategic work.
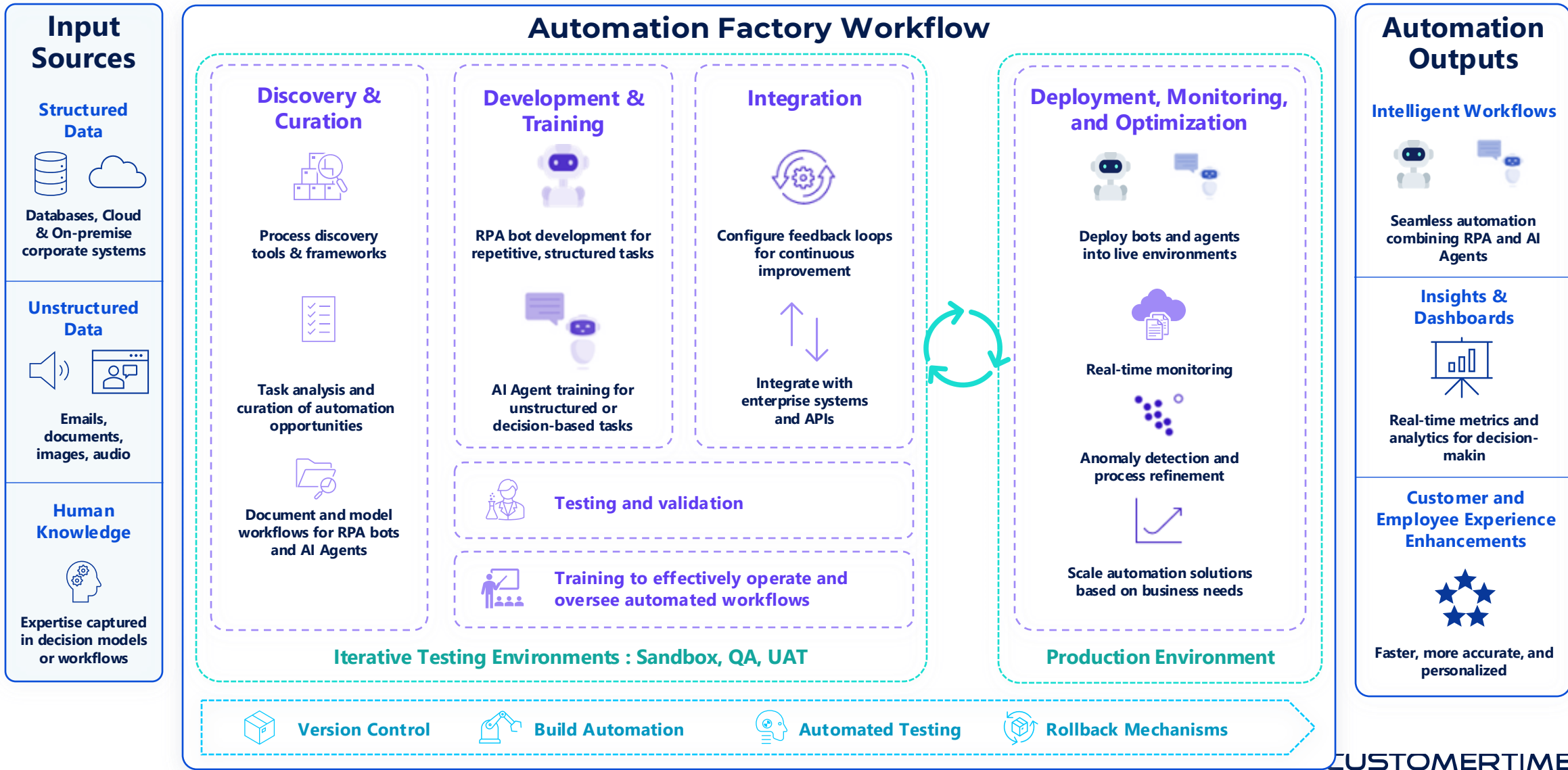
Automation is no longer optional — it's essential to maintain efficiency and competitiveness in a fast-paced business environment

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AI Agents: The Next Evolution in Automation

Beyond Automation: Intelligence at Work

Understanding and responding to natural language

Making real-time decisions with contextual awareness

Enhancing customer experiences with personalization

Automating complex, multi-step workflows

Operating across multiple channels seamlessly

Processing unstructured data with AI-driven insights

Scaling intelligence across diverse business use cases

Learning and improving over time using machine learning

Internal and external systems
Structured and unstructured data

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Automation Factory | Powering Scalable Automation with RPA and AI Agents

Input Sources

Structured Data

Databases, Cloud & On-premise corporate systems

Unstructured Data

Emails, documents, images, audio

Human Knowledge

Expertise captured in decision models or workflows

Automation Factory Workflow

Discovery & Curation

Process discovery tools & frameworks

Task analysis and curation of automation opportunities

Document and model workflows for RPA bots and AI Agents

Development & Training

RPA bot development for repetitive, structured tasks

AI Agent training for unstructured or decision-based tasks

Testing and validation

Training to effectively operate and oversee automated workflows

Integration

Configure feedback loops for continuous improvement

Integrate with enterprise systems and APIs

Iterative Testing Environments : Sandbox, QA, UAT

Deployment, Monitoring, and Optimization

Deploy bots and agents into live environments

Real-time monitoring

Anomaly detection and process refinement

Scale automation solutions based on business needs

Production Environment

Version Control   **Build Automation**   **Automated Testing**   **Rollback Mechanisms**

Automation Outputs

Intelligent Workflows

Seamless automation combining RPA and AI Agents

Insights & Dashboards

Real-time metrics and analytics for decision-makin

Customer and Employee Experience Enhancements

Faster, more accurate, and personalized

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Business Domain Coverage

● **Sales & Marketing**

● **Other**

Vocal Customer 360

Agent analyzes 360 customer view to extract key info & trends for sales rep's upcoming visit and then vocally provides this information to a sales rep

Voice-to-Action

Using a mobile application sales rep explains vocally what he sees, and the system automatically fills in parts of the visit report

Visit Summary & Action Items

Agent analyzes the visit report, survey, order, etc. to extract insights and help refine future visit plans

Menu Data

Parses Menu Data from the websites of the accounts of interest, and prepares report on presence, composition and price of alcoholic beverages & cocktails

Smart Order Assistant

Agents designed to streamline order creation, duplication and adjustment. Tailored to handle complex ordering scenarios

Talk to your Data

Agents designed to find relevant data in the database by natural language request

Search Process Automation Bot

Automates the search for mentions of the company or its products in government portals, generating daily reports based on search results.

Master Data Management Bot

Automates the process of creating Master Data entries in ERP based on an Excel file, notifying stakeholders once completed.

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CATEGORY:

Supply Chain and Logistics

Our automation solutions in the Supply Chain and Logistics category streamline inventory management, item creation, work order processing, and replenishment.

By automating data validation and order processes, these bots **ensure real-time efficiency, accuracy, and resource availability** across various logistical functions.

Inventory Reconciliation Bot

Automates the process of consolidating monthly inventory reconciliation files from SharePoint into a master database, validating data, and updating reports with exceptions highlighted.

PackMaster Item Creation Bot

Automates the creation of new packaging items in ERP based on information from an Excel file received through email.

ShipFlow Order Release Bot

Automates the release and reservation of packaging work orders in ERP by calculating dates and updating orders while ensuring material availability.

Auto Replenishment Bot

Automates replenishment from regional distribution centers to local operating companies by gathering data from SAP systems and creating purchase orders.

CarrierCheck Data Validation Bot

Automates the validation and consolidation of carrier data reports into a template and sends notifications if there are any errors or missing data.

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CATEGORY:

Supply Chain and Logistics

Supply chain processes often involve **heavy manual work**:

- Multiple suppliers: onboarding, purchase orders, invoicing, shipment tracking
- Logistics partners: scheduling, rerouting, last-minute changes

AI Agents can slash admin overhead by:

- Automating repetitive tasks (fewer emails & manual follow-ups)
- Rapidly responding to disruptions (dynamic supply plan updates)
- Streamlining supplier onboarding & compliance checks

Result: Higher efficiency, faster responses, and fewer surprises.

Automated Purchase Order (PO) Generation

Once inventory levels dip below a threshold, an AI Agent can create and send POs to suppliers without human intervention

Autonomous Exception Handling

If a supplier can't fulfill an order, the Agent can re-route to an alternate supplier or propose changes to production schedules

Smart Negotiation

Advanced Agents can even propose alternate payment terms or shipping methods based on real-time cost and lead-time analysis

Suppliers' Onboarding: Document Collection

The Agent requests, receives, and evaluates supplier documents, comparing them to internal rules (e.g., ISO certifications, insurance coverage)

Suppliers' Compliance Tracking

If a certification is nearing expiration, the Agent automatically notifies the supplier and sets a deadline for updated documents. If not received, it may escalate internally

Suppliers' Regulatory Updates

The Agent monitors relevant regulatory changes and prompts suppliers for additional compliance steps as needed

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CATEGORY:

Regulatory Compliance and Quality Control

Our automated solutions for Regulatory Compliance and Quality Control help companies adhere to legal and industry standards, by automating the validation, reporting, and tracking of compliance issues.

These bots **ensure that promotional materials, product complaints, and regulatory reports meet compliance standards**, minimizing risk and manual effort.

Promo Materials Review

Reviews promotional material in Veeva PromoMats, ensuring compliance by performing checks on keywords, disclaimers, and preparing reports for regulatory teams.

Product Complaints Data

Automates the process of transferring product quality complaints from medical information system to the TrackWise system, generating reconciliation numbers, and notifying stakeholders via email.

HCP Compliance Automation

Automates the matching of SAP payment data with transparency reports, ensuring compliance with guidelines for payments to HCPs.

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CATEGORY:

Finance and Accounting

Our bots in the Finance and Accounting category automate complex financial tasks, from cash application to purchase order creation and regulated reporting.

These automations **reduce human error, increase processing speed, and streamline reconciliation, data validation, and reporting processes**, leading to improved accuracy and operational efficiency.

Cash Flow Reclassification

Automates the classification of unallocated payments in SAP, posting them to the correct General Ledger accounts, and updating reports.

Goods Receipt Automation

Automates the creation of goods receipts in Ariba for low-risk purchases and sends email confirmations to requesters.

Purchase Order Automation

Automates the creation and processing of purchase orders based on MRP messages, reducing manual workload and increasing processing speed.

SOX Compliance Reporting

Automates the generation of aging reports for SOX compliance by extracting data from SAP and sending it to stakeholders for signoff.

Contract Data Validation

Automates the review of contracts and forms attached to events in CRM, ensuring the accuracy of the data based on predefined templates.

ERP Payment Data Visibility

Extracts payment data from SAP ECC to disclose payment information to sales/service teams in CRM.

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Invoice Status Updates

Analyzes scanned invoices and ERP data to provide payment status updates and credit limits notification to Salesforce and ServiceNow users.

Batch financial statements analysis

Batch financial statements analysis and verification between Ariba, SAP, Salesforce, ServiceNow. Exceptions handling.

Overdue Payment Analysis

Analyses overdue payments at SAP and communicates via omni channel with business partners.

Purchase Requisition Approval

Runs global purchase requisition approval chain, identifying approvers based on criteria (geo, amount), updates Ariba.

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Coca-Cola HBC (Hellenic Bottling Company) is one of the largest bottlers of The Coca-Cola Company's brands, serving over 715 million consumers across 29 countries on three continents.

As a strategic bottling partner, we operate at the heart of a robust and diverse beverage portfolio, ranging from sparkling and still drinks to water, juices, ready-to-drink coffee, and premium spirits.

Headquartered in Switzerland and listed on the London Stock Exchange, Coca-Cola HBC employs over 33,000 people, with a strong commitment to sustainability, innovation, and community impact.
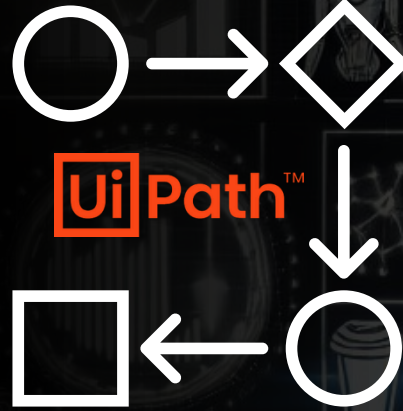
Recognized as a leader in digital transformation and ESG performance,
we play a key role in shaping the future of the consumer-packaged goods (CPG) industry

Coca-Cola
HBC

Driving Business Efficiency with Automation

220+ Automated Processes   (Growing!) 🚀

- **Commercial Contracts (10,5 k hours)**
- **Order Creation (4k hours)**
- **Master Data creation (1k hours)**
- **TPM Automation (4,5 k hours)**

Pie chart:
- Supply Chain 29%
- Commercial 34%
- Finance 24%
- Master Data 8%
- Internal 2%
- HR 3%

Ui Path™
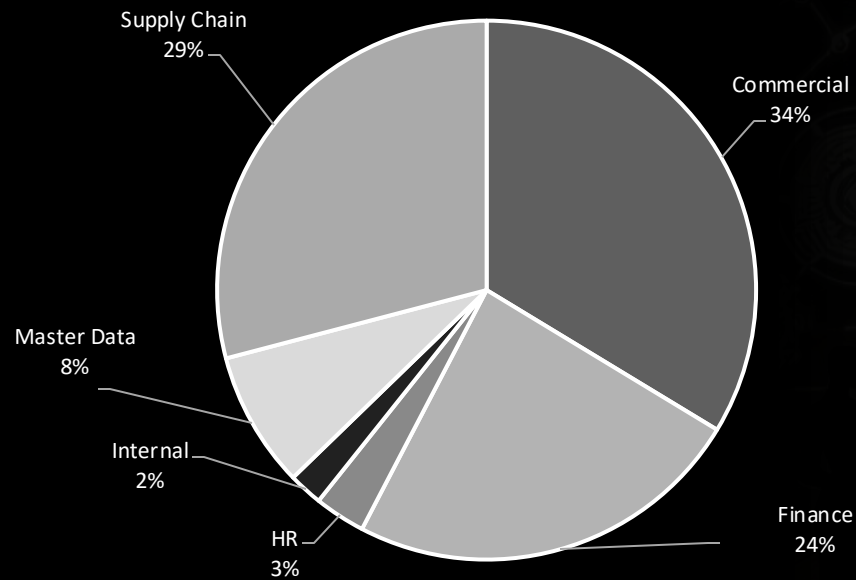
Delivering Value & Scaling for the Future

Exploring AI & IT4IT Automation for Application Support Efficiency

Hyperautomation & End-to-End Solutions (RPA + Apps + LLM)

Scaling currently existing automations

Growing our Power Apps Portfolio

- ☐ **Customer Data Collection - D365 and MDG integration**
- **Customer Data Cleansing**
- ☐ **Damage Claim Application**
- ☐ **Market Initiatives Application**
- ☐

Creating Community of practice

Document Understanding In Route Settlement

What we want to solve?

In the Route Settlement (RS) area, around 3.7m documents are manually settled yearly. This is necessary to ensure each delivery document has a customer signature and no handwritten corrections, making the process time-consuming and prone to errors.

Why?

By identifying and categorizing documents that have the required signatures and no handwritten corrections (estimated to be 80% of the total documents), we can process these for automatic settlement. This automation will save approximately 31k hours per year of manual work.
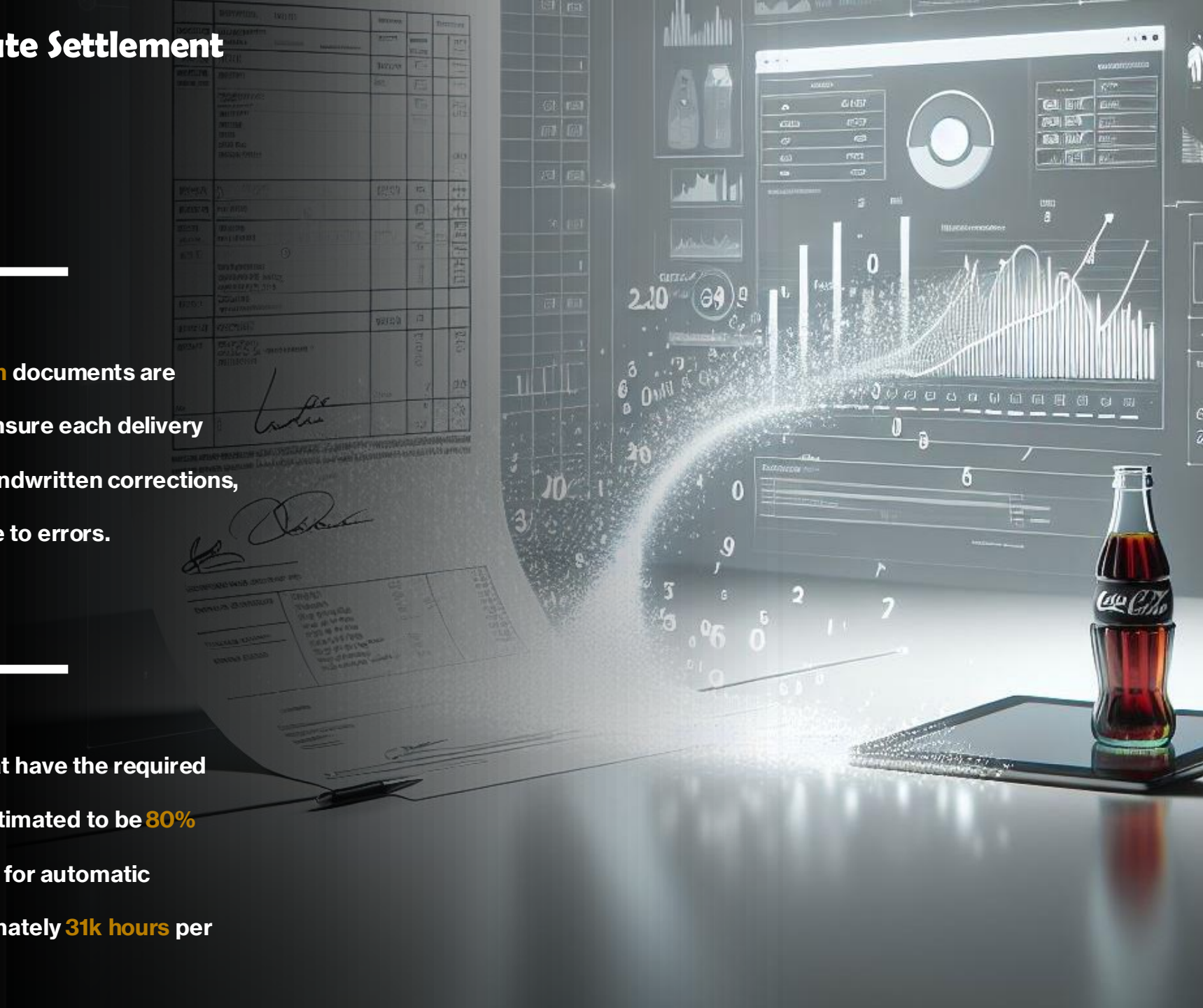
How can we solve it?

Partnering with the MS Practice team (Kateryna Dmytrenko, Andrii Gerigei, Dmitry Kotelva, Artem Didenko) from Customertimes we are leveraging AI Builder in Microsoft Power Platform; we can accurately recognize documents and specifically detect the presence of handwritten text and signatures. Once categorized, documents without corrections will be processed for automatic settlement.

Where are we today?

We have completed the implementation for our Pilot in Italy. Currently the solution is undergoing testing with some very satisfying results so far

Questions?

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