



Customer Service Efficiency and Intelligent Process Automation for a Multinational Smart Metering Solution Corporation

How Persistent helped a multinational smart metering solution corporation to improve productivity and service quality through process automation

Background

Our Client is the leading provider of integrated energy management products, globally. It offers the broadest portfolio of products and services in the electricity metering industry. Some of the business requirements were as follows:

- Required one point access to different data sources, such as SAP and Sharepoint, which could show task updates at one location
- Employees required to get task updates through Appian notifications
- Wanted a solution which could manage product delivery and shipment in various regions
- Sought a solution to manage product discrepancy, approval and rejection process for new shipments and shipment address validation

The client engaged Persistent to fix all these productivity issues. Persistent meticulously aligned with the client's vision of process management and its overall strategic goals.

Persistent Solution

As a part of the solution, the team at Persistent identified the workflow and corresponding business perspective, generated solutions and implemented them in Appian Technology. Key features of the solution are as follows:

- Automated workflows for end-to-end process automation of E-Commerce process
- Appian process to be exposed as web service for consumption by third-party system like SharePoint
- Appian Processes to be integrated with SAP, CRM, and Custom Applications
- To increase operational agility, Process automation without any manual intervention
- Option to check entire process using dashboard which enables organization to focus on higher value decision-making
- Supporting mobility, News feeds accessibility through android and iOS power devices
- Tracking and monitoring system for audit purpose

The Result

As a result of this engagement, the client was able to increase the productivity. This engagement helped the client to stay ahead of the competition. Persistent provided a strong on-site engagement model with dedicated SharePoint and Appian teams who innately understood the product and the client's requirements. The client got the following helpful business results:

- Faster Closure of Delivery and Shipment Process
- Quick decision making
- Generation of enterprise-wide reports
- Effective management of organizational Processes
- Improved productivity and reduced response time
- Availability of a single view front end solution

Persistent Value Add

- 250+ Appian Certified Experts
- An established Appian Center of Excellence to help customers with best practices
- Certified Automation engineers and domain experts to guide you through the journey
- Seamless integration with SharePoint and SAP CRM

About Persistent

Persistent Systems (BSE & NSE: PERSISTENT) builds software that drives our customers' business; enterprises and software product companies with software at the core of their digital transformation.

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