



**CASE STUDY** | RETAIL

# Huge automation project for top retailer pays for itself in one year





# About the customer

Renowned supermarket chain with major grocery, appliance, and pharmacy departments.



**300+ stores in  
the Americas**



**100K+  
employees**



**Thousands of  
products**





# Business challenges

As our client continued to expand throughout the Americas, many of its critical accounting and finance functions relied on manual data entry, data manipulation, and report generation. It needed a partner that could automate complex business processes to increase accuracy, throughput, and cost savings.

1

Accounting and finance data was coming from fragmented systems.

2

Manual accounting and finance processes were consuming significant resources: time, cost, risk, audit and compliance, and talent.

3

Tax processes were being delayed and were not error-free.







# How Softtek comes into play

Softtek worked strategically with the client to identify high-value priority targets for automation. All robotic process automation tasks were completed using FRIDA, Softtek's proprietary cognitive automation platform.

**Implemented FRIDA**, leveraging state-of-the-art machine learning and AI tools and self-healing capabilities.

**Reduced times for processes** in scope from several minutes to seconds.

**Applied Lean Six Sigma** methods for effective change management.



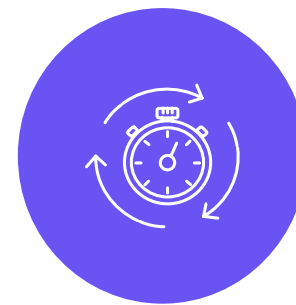


# Business impact

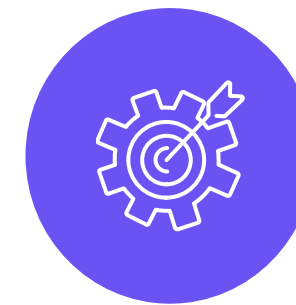
Through this automation partnership, our client optimized costs and significantly improved operational efficiencies. Based on success with its accounting and finance areas, our client also proposed expanding the cognitive automation services to other areas of the company.



ROI achieved after first year.



45% cycle time improvement for processes in scope.



Improved ability to assign talent to value-added activities.



#### ABOUT SOFTTEK

Founded in 1982 by a small group of entrepreneurs, Softtek started out in Mexico providing local IT services, and today is a global leader in next-generation digital solutions. The first company to introduce the Nearshore model, Softtek helps Global 2000 organizations build their digital capabilities constantly and seamlessly, from ideation and development to execution and evolution. Its entrepreneurial drive spans 20+ countries and more than 15,000 talented professionals.

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