

# Beecker



Nestlé

Case Study: Freight planning process

# Nestle saves \$1.8M in OpEx by automating their freight planning process

Relying on **parallel execution to balance workloads**, Beecker successfully implemented **seven unattended bots** to automate and improve Nestle's freight planning process.

## Challenge

Nestle's Transportation and Logistics Department dispatches an average of 1400 freight orders per week.

This volume of operations involved 39 employees and more than 124 hours per day to complete tasks such as creating freight orders, approving truck loading plans, creating delivery schedules, and coordinating delivery appointments with customers.

In order to streamline their transportation planning process, avoid human errors, and reduce information re-processing, Nestle sought to automate the four major steps involved in that process.

## Solution

Using parallel processing architecture, our team successfully created and implemented seven bots that automated 90% of the transportation planning process. Specifically, we implemented one bot to receive orders from users, load them into the SAP TM module, and generate different freight bookings, while also ensuring parallel execution to balance workload. Three additional bots were created to approve loading plans by booking available trucks through an external freight management system. Another bot created the delivery schedule by defining department schedules and optimal routes based on the freight plan. Lastly, two additional bots handled delivery appointment scheduling by coordinating and confirming appointments with customers based on the delivery schedule.

By automating these tasks, we were able to significantly reduce the need for manual labor, increase efficiency, and improve overall productivity.

**\$1.8M**  
OpEx saved

**45,000**  
hours saved / yr

**36 FTEs**  
re-directed to more  
productive tasks

# Create Freight Orders

**Industry**  
Food and Beverage

**Department**  
Transportation



## Process

Generation of the TM documents (Freight Order) associated to the order deliveries that come in the excel file "Cut" shared by the Customer Service team to the Transport team through the order planner (SAP Web).



## Challenge

The transportation team was responsible for generating an average of 1350 TM loads per week, however, the time to attend each "Cut" and respond to the Customer Service area took about 3 to 4 hours to generate them.



## Solution

In three phases of the project, two bots were created to meet the Customer Service team's demand of approximately 1,350 TM load generation requests and the "Multi Robot" (**distribuye la carga de trabajo en varias instancias del mismo bot**) functionality was implemented, which solved the variation that existed in the attention of requests between the bots.

These bots work for 14 hours a day and are waiting for requests to arrive via mail in order to attend to them.



## Results

- Time savings: 10,192 hours per year (87.5% reduction)
- Personal savings: 7 FTEs per year (87.5% reduction)
- 100% reduction in human errors

# Approved Plan

**Industry**  
Food and Beverage

**Department**  
Transportation



## Process

Upload the information of the TM loads generated by the "Create Freight Orders" bot, once they have a Freight supplier and a truck assigned, the bot executing the "Update Carrier Orders" sub-process will update that information in the Control Track platform.



## Challenge

It took the transportation team about 1 to 2 hours to upload the TM load information and another 2 hours to update in Control Track the loads that already had a supplier and trailer assigned, however, the main problem was in uploading and updating the information in the platforms as this process only takes about 25 minutes to complete.



## Solution

Three bots were created that run every 25 minutes to upload the information of the TM loads, validate that the loads have the updated information and update the TM loads that contain supplier and assigned trailer, these bots run 24/7 so the information is updated in a timely manner



## Results

- Availability: Bots are active 365 days a year.
- Personal savings: 7 FTEs per year (87.5% reduction)

# Appointment Reordering

**Industry**  
Food and Beverage

**Department**  
Transportation



## Process

The activity consists of updating the data sheet (excel file "Cut"), in the Overview Planning transaction in order to perform the sorting of the dates contained in each TM load applying the business rules defined by the transportation team to ensure the delivery with the customer.



## Challenge

Free up the 32 people assigned to the Appointment Ordering activity to dedicate time to operational activities such as: analysis of activities related to the tendering and contracting of units to cover the transportation demand and ensure on-time arrival of deliveries according to the distribution center.



## Solution

A bot was developed to validate every 20 minutes in the Overview Planning transaction that TM loads have an orderly appointment. When the appointments are not ordered or do not contain the date for the appointment, the bot, applying the rules defined by the user, assigns the date and time so that the Appointment Scheduling bot can schedule it. Finally, a report is generated to be sent to the user and indicate through a history which TM uploads contain a valid appointment.



## Results

- Availability: Bot is active 365 days a year.
- Personal savings: 30 FTEs per year (93.75% reduction)

# Appointment Scheduling

**Industry**  
Food and Beverage

**Department**  
Transportation



## Process

Perform the appointment scheduling proposed in the "Overview Planning" transaction for the TM loads of the Sales and Supply processes.



## Challenge

The purpose of automating the "Appointment Scheduling" process was to assign a person in charge, since this process was carried out by the same people who were in charge of generating the "Appointment Reordering", which caused delays in the "Sales" and "Supply" operations.



## Solution

Two bots were created to meet the demand for sales and supplies, which are executed every day every 20 minutes.

These bots schedule the appointment with the date that contains the TM load and in case it has been updated by the "Appointment Reordering" bot, it performs the validations with the business rules indicated by the user to schedule the most optimal date to confirm the appointment.



## Results

- Availability: Bot is active 365 days a year.
- Personal savings: 30 FTEs per year (93.75% reduction)

# Beecker

*True Value*®

Case Study: Vendor Email Inquiries



# True Value Streamlines Vendor Email Inquiries with AI-powered RPA

**Leveraging the power of AI and RPA**, The True Value Company revolutionized their vendor email inquiry process, achieving significant efficiency gains and enhanced customer service.

## Challenge

True Value faced a significant challenge in managing the high volume of vendor inquiries received daily via email. With approximately 800 emails to handle. Employees had to manually read and review each email, categorize them, and generate appropriate responses. This process was time-consuming, prone to errors, and limited their ability to promptly address vendor inquiries.

In some cases there were vendor inquiries that faced delays for days before getting any response. Additionally, the high amount of data received everyday forced the company to build a specific team of 5 people to handle these inquiries.

## Solution

To address these challenges, Beecker leveraged our AI model specifically designed for vendor email classification. The key feature of this automation was the integration of AI with NLP and RPA.

The AI model, fine-tuned for True Value, processes the text and provides the classification of the email, along with a confidence interval indicating the accuracy of the classification.

When the confidence interval exceeds 90%, the RPA proceeds to manage the email by routing it to the correct ticket in the appropriate queue, in order to be processed by the correct team.

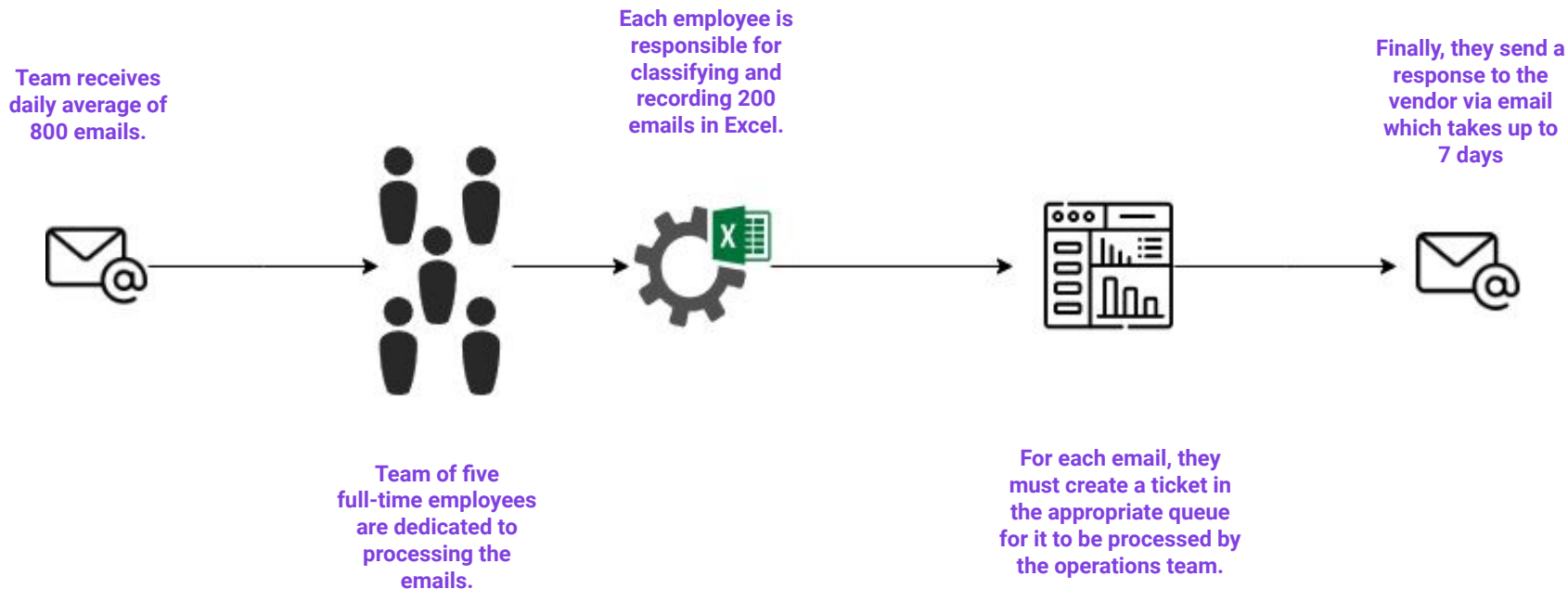
Lastly, the AI model generates an appropriate response to the vendor's inquiry using NLP, which is then sent via email, while the inquiry is processed by the team.

**625%**  
ROI in 3 years

**9,600**  
hours saved / yr

**5 FTEs**  
re-directed to more  
productive tasks

## Traditional process prior to AI and RPA



# Automated process with AI and RPA

