

The Complete Guide

Leveraging **Hyper-Automation** to Build a Resilient Supply Chain

IN V  KE



Supply chain is an intricate web of sources, tools, and processes strung together through numerous systems and entities. But despite its power, this web's efficiency and effectiveness to scale is limited by its complexity and the inherent lack of integration between the numerous providers and systems involved.

Visibility across the chain is becoming more and more critical for managing risk and productivity, especially in understanding supply limits, managing optimal inventory levels, locating origins of raw materials, directing delivery changes, and overseeing regional impacts – to name a few.

Both intelligent and hyper-automation have shown to bridge the gap where many solutions have failed, especially where systems and processes intersect.

Utilizing intelligent and **hyper-automation** technology allows organizations to rethink how they're managing their supply chains and how they're delivering value. Streamlining the flow of goods on the supply-side, as well as gaining a competitive advantage with customers on the demand-side, can allow the supply chain to become a driver of revenue. Normalizing data across all these disparate sources allows organizations to provide data visualization and powerful analytical insights that will propel their business forward.

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Common **challenges** facing today's supply chain

Organizations are facing a broad range of supply chain and wider third-party concerns across all areas of the process, limiting their ability to become influencers of change and drivers of revenue.

Supply chain planning and analytics

Knowing the locations, availability, and ability of suppliers and third-party service providers to operate at an acceptable level is essential to an effective supply chain. Critical parts or ingredients may also be scarce, preventing continued manufacture or services.

Logistics and security

Displaced containers and freight vehicles, labor shortages potentially restricting the flow of goods and services, and physical security vulnerabilities that are heightened because of complex and uncertain environments can all impact the supply chain.

Distributors, agents, and resellers

Considerations of capacity, channels, pricing, and reputational risks, especially when stock is running low and demand is high, must always be top-of-mind.

Critical labor availability in the supply and service chain ecosystem

Understanding and mitigating for unavailability and location of critical individuals and labor shortage for specific functions and/or locations is one of the keys of an efficient chain.

Financial health of suppliers and third-party service providers

Having distressed suppliers or third-party service providers may increase pressure or outages on your supply chain.

Digital operations and cybersecurity

Increasing exposure to cyber-attacks arising from rapidly accelerated use of remote access technology may impact the sustainability of digital supply chains.

Environmental, social, and governance and regulatory compliance

Increased risks arising from disruptions in the supply chain will force you to source from alternative suppliers or work with other business partners.

Contract and commercial

Navigating contractual clauses and commercial matters may prove to be a challenge to your supply chain, especially when you are required to support, or even replace, some suppliers or third-party providers to respond to moving into new areas (e.g. transferring production into critical supplies).

Claims and losses

Failure to supply or provide third-party services results in claims and application of force majeure clauses. Preserving data now can help you support future potential claims to increase the likelihood of getting a fair and equitable result.

Tax

Unforeseen indirect tax costs (e.g. VAT and customs duty) arising from disruptions to supply chains or from third parties and border delays can quickly disrupt your supply chain.

The new supply chain **transformation** agenda

Turning the supply chain from cost-center to revenue-driver doesn't happen overnight. Transforming your processes into an intelligent, proactive, and cohesive unit requires an incredible amount of vision, focus, persistence, and most importantly, **connectivity**.

Placing the right people in the right jobs

Integrating the right technology

Focusing on internal collaboration

Directing external collaboration

Applying Project Management

Digital and intelligent automation solutions such as Connected-RPA, when integrated with organizations' existing ERP systems and integrated for process optimization, are the key enablers to achieving and accelerating the transformation agenda.

Driving **value** throughout the supply chain

Tackling the common challenges throughout the supply chain have both direct benefits, such as money added to your bottom line, and indirect benefits, such as reductions in waste and better utilization of capacity.

However, you can push through the limits and uncover ways to further increase revenue, then get your supply chain team on board with those initiatives.

Increase Revenue

- Distribute your products through new channels.
- Improve customer experience.
- Boost brand loyalty.
- Attract new customers by adapting your product, package, and processes.

Lower Operational Cost

- Increase transportation capacity utilization.
- Increase supply chain velocity.
- Reduce order variability.

Opportunity areas for **intelligent** automation

There are endless opportunities throughout your supply chain to improve efficiency, boost performance, and have a significant impact on your company's value, such as:

- Order Processing & Payments
- Efficient Vendor Selections
- Price Lookup and Comparison
- Purchase Order Management
- Shipment Scheduling & Tracking
- Invoice Processing
- Process Integration
- Freight management
- Supply Demand & Planning
- Customer Support/ Service
- Workflow Collaboration
- Inventory Tracking
- Logistics Management

Optimizing your supply chain can happen in multiple phases. If you're just starting out, robotics process automation (RPA) can create a significant improvement by automating repetitive, manual tasks that are time-consuming and often riddled with human error.

However, for leaders looking to push their vision even further, those looking to turn their supply chain from cost-control to revenue-generator, intelligent and hyper-automation are the way to go.



Intelligent automation powers RPA with artificial intelligence, machine learning, optical character recognition, and natural language processing, among others, to produce advanced capabilities within your supply chain.

You can also combine intelligent automation with a low-code platform designed to allow you to rapidly deploy solutions to customers, business users, managers, and IT support resources. Such a powerful combination allows organizations to reach **hyper-automation** – the gold-standard that supply chain leaders strive for.

INVOKE has built its own hyper-automation platform, **ARIA**, after identifying a market need. Combining multiple IA technologies with a seamless user interface, ARIA powers diverse users to manage process execution and collaborate effectively throughout the automation cycle.

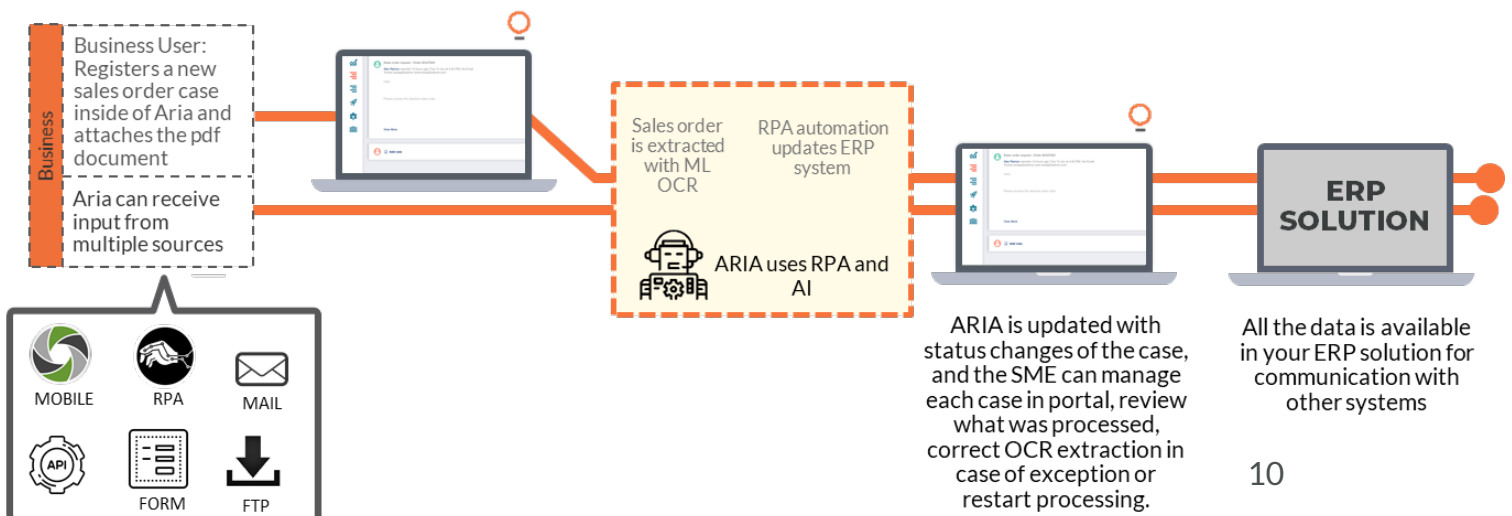
Leveraging **hyper-automation** in the supply chain with ARIA

Hyper-automation is the result of combining intelligent automation with low- or no-code platforms, allowing users to rapidly deploy solutions and enable organizations to scale their digital transformation.

Below are four concrete use cases for integrating hyper-automation throughout the supply chain using **ARIA**, an intelligent automation (IA) platform combining multiple IA technologies with a seamless user interface to manage process execution.

Intelligent sales order processing

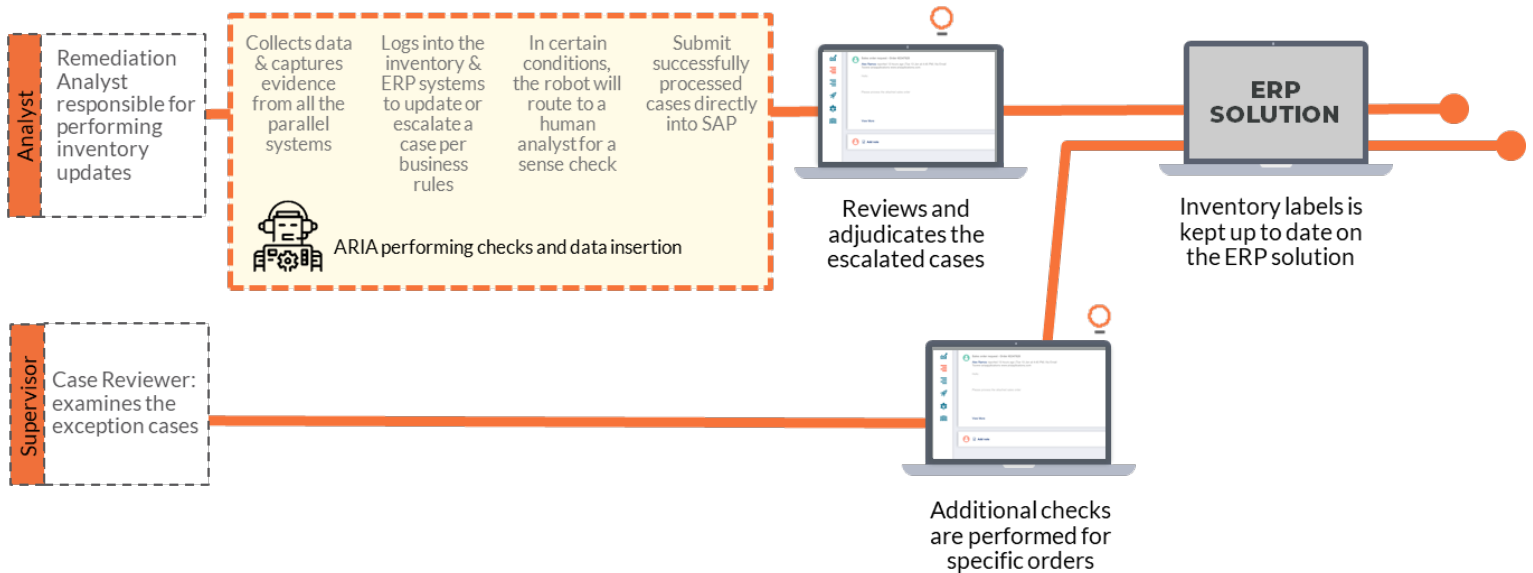
The automation starts with a trigger from the business user, who creates a new sales order within the ARIA interface, sending in the details of the order via an attachment, form, mail, mobile, an API, or from other RPA. ARIA then processes the order by extracting the necessary data using machine learning and optical character recognition, and then updating the ERP system with the new information. ARIA also allows the subject matter expert to manage each order to update its status, review what was processed, and manage exceptions.



Intelligent inventory reconciliation - Label mismatch

ARIA allows multiple users to contribute to the automation of inventory reconciliation based on their specific tasks and needs, facilitating collaboration, and streamlining the process. ARIA collects data and screenshots documents as references from multiple parallel systems, logs the information in inventory and ERP systems, and handles the case based on pre-established business rules.

Once ARIA has integrated and processed the data, additional checks and reviews may also be performed directly within the ARIA interface by multiple users with varying administrative access levels, allowing inventory labels to be updated with the most accurate information in the ERP solution.

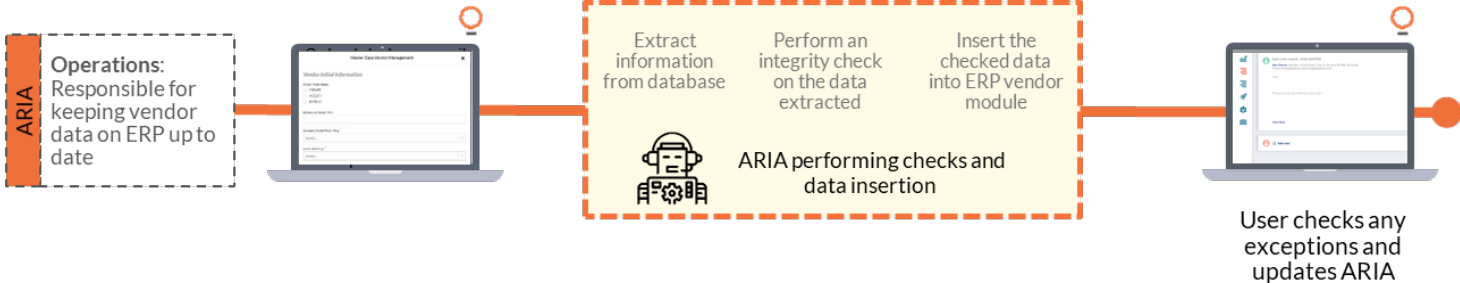


Robotics-based vendor onboarding on ERP solutions

ARIA also comes with pre-built automations for certain processes, such as vendor onboarding. Without the power of ARIA's hyper-automation, the processes would have required multiple manual operations, such as preparing inputs on a spreadsheet, creating tickets to request updating vendor information, checking the data for integrity and accuracy, and finally uploading the data into the ERP solution.

With ARIA's hyper-automation capabilities, these manual processes are handled through ARIA's intelligence, allowing the user to spend their time on value-adding tasks, and then only using one interface to manage exceptions in the automation.

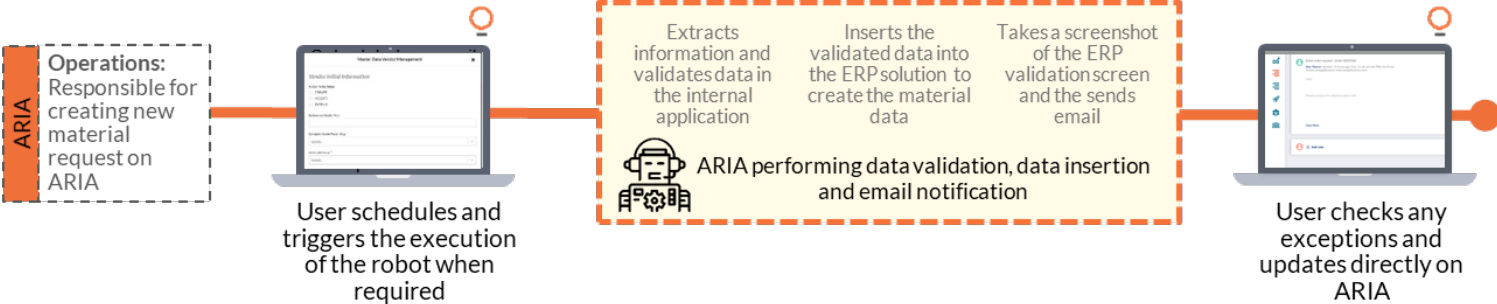
The user is only required to upload vendor information into ARIA via a webform. ARIA then extracts the information from the database, automatically performs an integrity check, and then uploads the data into the appropriate vendor module on the ERP solution. Should any exceptions arise or updates be required, they can be managed by the user directly through ARIA, eliminating the need for multiple tools and interfaces.



Intelligent supply procurement management on ERP solutions

Another pre-built automation provided in ARIA is the procurement management on ERP solutions. Without ARIA’s pre-built hyper-automation, users were required to manually validate information on new materials on the company’s internal applications, or other data collection tools. The user is then required to record said material as a material transaction on their ERP solution, and finally validating the information on yet another tool, usually email.

ARIA liberates users to perform higher-order tasks, while it handles the extraction and validation of data, updating it into the ERP solution, and then recording the validation of the transaction, which could be transmitted to multiple users. ARIA also allows users to create schedules, initiate triggers, and manage and update any exceptions – all through the ARIA interface.



How ARIA **enables** hyper-automation

ARIA allows for case processing, scheduling, ad-hoc execution, reporting, UX management, and administration, all designed to empower users throughout the supply chain and its automation.

ARIA delivers value for everyone involved during and after deployment of process automation, making it easier to design, implement, and support solutions.

ARIA for Executives

ARIA's dashboard capabilities allow easy configuration of results for each user – technical, functional, or management. The data that can be reported on includes the different technologies used for automation (RPA, ML, AI, OCR, NLP, Workflow, etc.), as well as the process execution times of the business users interacting with the solution. This enables a true business view of the impact of automation, driving higher visibility to management.

- **Immediate reporting on processes in real-time.**
- **Customizable view of your dashboard for various metrics & KPIs.**
- **Clear viewing and analysis of the direct impact of automation on business operations.**

ARIA for Automation Architects & Developers

When automating processes, solution architects are often torn between optimizing the process while automating, or sticking with the status-quo to remove uncertainty and reduce work efforts. ARIA provides architects with the ability to take advantage of best practices for automation and standardize business interaction with the automation.

- **Take advantage of reusable libraries to accelerate process automations.**
- **Leverage built-in functionalities to ensure best practices are implemented and enforced.**
- **Standardize multiple process activities that instantly improve process execution.**

ARIA for IT Admins & Controllers

Managing security and infrastructure for multiple tools within process automation can become a challenging task. Controllers find themselves translating exception processing from an assortment of tools back to the business to support operations. ARIA simplifies monitoring, scheduling, and exception management, while also providing IT with the ability to give more control back to the business, removing a significant burden of ongoing support.

- **Automated scheduling adjustment of resources driven by business user requirements (with restrictions set by administrators).**
- **Automatic alerting for resources or processes.**
- **Business view of automation log, reducing the need for controllers to interact and monitor executions.**
- **Process view for the business allows the users to correct, start, restart, retry, and cancel processes without the interference of IT or controllers.**

ARIA for Business Managers

Having a team of digital workers under your command makes it that much more important to manage and oversee the work being done and how effectively it's being performed. With ARIA, business managers can:

- **Consult dashboards overseeing the workload planned and executed.**
- **Plan, assign, and reprioritize work as needed.**
- **Receive alerts on work deadlines and resource constraints.**

ARIA for Subject Matter Experts

SMEs responsible for processing transactions on a day-to-day basis will now have a central location where they can:

- **Review transactions processed by the robot, including the steps the robot took.**
- **Manage transaction exceptions and correct, restart, or approve escalations.**
- **Search and filter to quickly find processed items in support of quality assurance or an inquiry.**
- **See a filtered work queue showing what work requires attention for completion.**
- **Manage updates or attachments that are generated as part of each transaction.**

Whether you're just starting out or have seen everything under the sun, giving your supply chain a boost with hyper-automation could be the key to **scale your digital transformation.**

Bringing together tools, users, and processes can result in millions of dollars in payback within months. Give your employees thousands of hours back, liberating them from mundane, repetitive tasks and allowing them to utilize their skills and expertise to perform activities that drive concrete value to your business.



About INVOKE

As a comprehensive service provider for intelligent automation and a long-standing partner of Blue Prism, INVOKE has the unique ability to advise, train, implement, host, and operate your intelligent automation. We believe that transformation happens at the crossroads of business and technology and provide you with the expertise and turn-key solutions to drive digital transformation from concept to execution.

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About ARIA

ARIA is a hyper-automation platform that provides a central user interface for intelligent automation, allowing you to deploy solutions rapidly to customers, business users, managers, and IT support resources. With ARIA, you can scale digital transformation across the organization through a single user experience that allows end-users, business owners, and IT to work together in harmony.

[Book a demo of ARIA](#)

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