



CASE STUDY

Central Retail in Vietnam Saves Big with akaBot



HIGHLIGHTS

US\$500,000

invoice-processing
costs saved within 5 years

90,000 hours

saved per year

75%

of the invoice matching
process is automated

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Eliminating The Invoice Bottleneck with Digital Personas

The sea change brought by COVID-19 has urged retailers to reconsider their business operations, down to the nitty-gritty. To move at a mind-boggling speed to recover from the crisis, retailers must constantly simplify and automate routine activities to address the mounting cost pressure. Indeed, a McKinsey report stated that more organizations are embracing automation more than two years ago. The most commonly deployed technologies include business-process-management platforms and robotic process automation (*).

Central Retail in Vietnam (CRV) is the Vietnamese branch of Central Group - one of the leading conglomerates in Southeast Asia. As the largest multi-format foreign retailer in Vietnam, CRV operates a total of 38 malls, 260 stores across 39 out of 63 provinces and cities nationwide. Given their vast customer base and supplier network, CRV had carried the burden of manually handling and matching a staggering number of **1.8 million** invoices annually. Added with that, the process involved **75 full-time employees** and took **180,000 hours** per year to complete. In the longer term, the mundane nature of the task might even trigger higher turnover rates.

During peak times, the task is deemed an operational burden or a demotivator for employees. RPA would be the viable solution to eliminating such invoice bottleneck. What's more, the Client's decision to turn to digital workers came at the right time. By driving process digitalization, RPA could set the solid foundation for CRV's digital transformation – which has emerged as an inevitability in the new normal.

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The project allowed CRV to actively facilitate business expansion and accelerate operational excellence across sales channels. The time-saving approach to invoice management also helps CRV improve customer retention, service quality and retail experience.

Ms Tran Thi Hong Nhan

Head of Accounting and Finance Department



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SOLUTION

Aware that RPA is the most potential rescuer enabling CRV to deal with repetitiveness underlying the invoice handling process, the client teamed up with akaBot – a comprehensive RPA solution, and created a brand-new workflow with bots mimicking human activities.

- Automatically download e-invoices.
- Extract data from e-invoices and convert it into Excel files.
- Compare the retrieved data from the invoice with relevant documents.
- Notify accountants in case of anomalies

Human employees are included in the loop for final judgement.



Before: 10 mins per PO

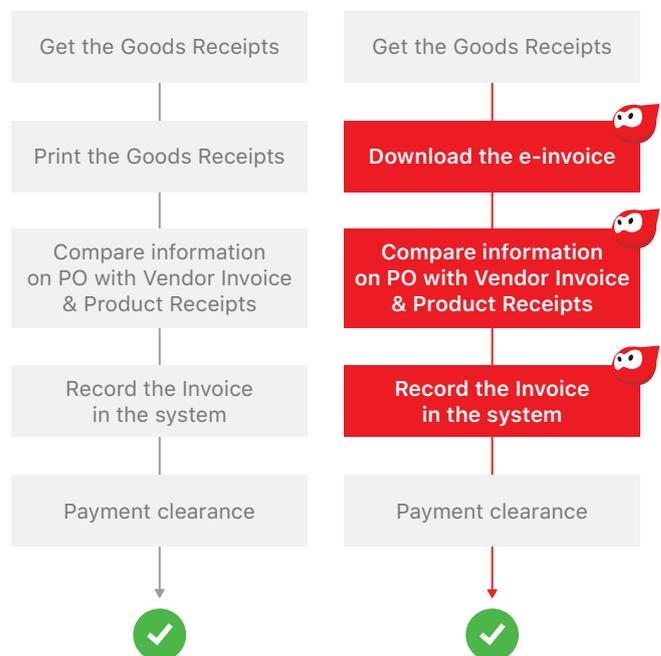
After: 3 mins per PO



100% manual



20% manual 80% automated



VALUES

Using akaBot has brought tangible outcomes

- **System:** akaBot is easily integrated into CRV's existing legacy system, allowing for a rapid roll-out. Additionally, having virtual bots taking care of massive datasets, which might include sensitive ones, might lower the security and privacy risks.
- **People:** akaBot has absorbed a massive number of repetitive tasks for accountants, enabling them to focus on mission-critical tasks and unlock their potential.
- **Business:** Repetitive, mundane tasks are undertaken by running codes, allowing a low error rate and minimizing man-made errors. The embeddedness of akaBot into the invoice handling and matching process has trimmed down US\$500,00 within five years and saved CRV 90,000 hours annually