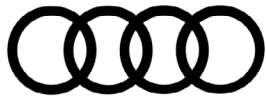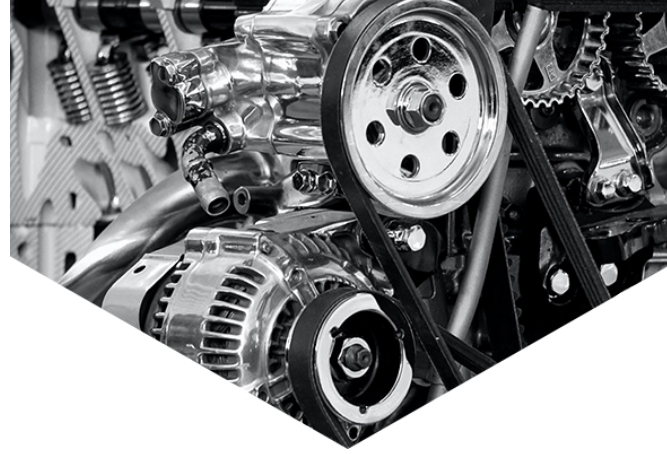# bizagi

Audi Japan automates core finance processes, shrinking processing time by 75%

Customer:

Audi

Industry:

Manufacturing

Location:

Japan

Audi Japan KK's Finance department routinely deals with requests for approvals worth millions of dollars. They required a secure, sensitive and accurate way to automate the approval

Bizagi turned complex Requests for Approvals into a streamlined, secure and paperless process. Empowered by this quick win, Audi Japan automated a further six processes in quick succession, reducing internal processing time by 75% and paving the way for improved decision making, reduced costs and better resources management.

75% reduction in processing time

60 hours a week saved

20 departments using automated approval process

"Bizagi software is flexible and capable of integrating and automating several processes at the same time, creating a robust system that can be easily adapted to business growth as more and more processes are automated".

Objectives

- Increase transparency and quality of the Finance & Administration Division processes

- Automate sensitive and high-level Requests for Approvals worth over $5m

- Centralize documentation to make past approvals easier to find and track

- Provide non-financial users with a quick and convenient approval method

- Reduce reliance on paper and processes complementing the SAP system

- Support a complex, multi-level, multi-language environment

Achievements

- Request for Approval process automated for 20 departments in 14 days

- Up to 75% reduction in internal processing time for all five processes

- Seven core finance processes automated, saving 60 hours of work every week

- Faster and more convenient approval method supported by web portal

- Improved productivity of Finance and Administration division due to automation of archiving and filing

- Reduction of paperwork, manual activities and unnecessary delays

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Overview

Like many mature businesses, Audi Japan KK recognized the need to increase productivity and efficiency in order to compete effectively. Audi Japan KK did just that through an ambitious project to transform its back-office operations. The first of the processes selected for automation was its Requests for Approvals (RFA), involving approvals of $5m+ budgets.

Following the highly successful automation project, Audi Japan KK proceeded to launch four more corporate processes covering everything from travel approval to PO creation and requests for payment. Following increased buy-in and stakeholder engagement, Audi Japan KK took the decision to automate its Internal Company Car Management and Used Car processes, a complex operation involving many activities and tasks associated with 600+ vehicles located throughout Japan.

Challenge

Business growth and a rigid IT infrastructure were taking their toll on the finance department, with unstructured processes leading to a lack of visibility and impacting customer service levels. Internally, staff were left to handle very time consuming and complex human procedures, resulting in delays and inefficiencies.

The first process to be automated, Request for Approval, (RFA), for example was manual and paper-based which relied on approvals made over the phone or email. These were often back-dated, affecting people's jobs and performance. Approvals were difficult to make due to busy stakeholders often being away on travel, creating an environment of people chasing people which adversely affected quality and efficiency.

Solution

Stakeholders began the evaluation of tools and selected Bizagi for its ease-of-use, flexibility and self-training options.

The process architecture was defined by the finance department – the key driver for automation, and the guiding stakeholder for process selection and compliance. This stage involved the creation of forms and documents, assigning roles, creating rules and mapping individual processes. Bizagi consultants reviewed the process models to ensure quality and offered best practice guidance on how to re-deploy these processes and the system in other Audi departments and subsidiaries worldwide.

Results

The automated RFA process led to significant improvements, with a 60 hour reduction in administrative work a week. New requests are carried out in a much simpler manner via a web portal; Bizagi then activates the approval processes and sub processes. Bizagi can also "decide" whether to involve specific approvers or preapproval sub processes depending on the type and amount requested. Notifications are sent to sales people and managers for their approvals and notifications are sent to requesters when their requests are denied. Requests are flagged and processed immediately, removing unnecessary delays.

Bizagi also manages additional information such as the annotations and attached documentation that can be used by requesters to support their requests. When requests are approved, a PDF is generated with the approval in local language (Japanese) for easier classification and archiving. All this extends and integrates with the activities performed by Audi's ERP system.

The automated RFA process at Audi Japan KK can be reproduced or adapted as needed by other organizations, even in other industries. As a result of this success, Audi Japan KK added another six processes (Overseas Trip approval, Domestic Trip approval, Personnel change approval, Purchase Order creation, Request for Payment (equivalent to accounts payable) and Budget Control Administration).

Overall, Audi Japan KK has seen up to 75% reduction in internal process time across these processes. The Finance & Administration Division has seen increased performance and productivity thanks to the reduction or archiving and filing as all documents are now generated in Bizagi. Now business users can focus on their business area, leaving automated workflow to handle what were in the past very time consuming and complicated manual procedures.