



They “hired” a cloud robot to do a robotic job. IT specialists now use the saved time to develop the company.

„A software robot needs no rest and knows no weekends or public holidays. It works when we need it and makes no mistakes. It helped us to get rid of repetitive activities that did not develop us. We are now able to put our human intelligence to better use.”

Tomáš Kupka
 Kofola,
 ICT specialist

1. REQUIREMENTS

- **Increase the capacity of IT Department** staff and be able to handle all requests without the need to enlarge the team by hiring additional staff.
- Identify and **unburden people from having to perform repetitive tasks** that do not require any special skills.
- Create **more space and time** for the IT team to perform creative work that develops the people and the company.
- Optimize the functioning of the IT Department.

2. SOLUTION

- **Identify processes** suitable for automation.
- **Audit the information systems** involved in the employee termination process.
- **Analyse employee termination processes:** the description and ordering of steps and the creation of standardized models.
- **Design a robotic process automation (RPA) solution** in the cloud system.
- Test in a simulated environment and the **deployment and optimization** of the solution.
- **Detailed monitoring and reporting**, providing the client with a 24/7 overview of how the robot works in qualitative and quantitative terms.

3. OUTCOMES

- The software robot **saves the Kofola’s IT Department 1 month of routine work per year.**
- The robot performs routine tasks **twice as fast** as a human does.
- There was a **minimal error rate** of employee termination-related operations.
- There were **reduced costs.**
- There was **higher IT staff satisfaction** due to the robot helping them with routine work they no longer have to do themselves.



Background

Kofola has had previous experience with robotic workers. They had been used, for example, by their Finance Department. However, that implementation was accompanied by various problems. That's why the IT specialists took special care in specifying what they expected from the robot when tasking Soitron.

Employee termination doesn't sound like something too complicated. But let's pause for a moment. Every Kofola employee uses dozens of systems, many of which can be accessed from an external environment; ERP (Enterprise Resource Planning) is a typical example. At Kofola they use the SAP platform. When an employee leaves the company, their user profile, authentication data, and certificates must be deleted or deactivated. Moreover, each employee required a different set of tools for their job.

For Kofola IT specialists, these were routine tasks which further increased the likelihood of making errors. A reverse analysis revealed that cumulatively these activities "cost" the IT department one month of work a year. This was enough to consider investing in their automation.

Solution

The word that best describes Soitron's approach is "tactics". The RPA specialist first needed to understand what was actually happening during employee termination at Kofola.

On the one side there were Kofola's very clear and high expectations, and on the other side there was Soitron's rigorous approach to implementing a solution. This was especially important in the initial phase when the processes needed to be very well analysed and described, and the decision had to be made as to how the robot would perform the tasks.

But this was no ordinary software robot. Unlike most similar solutions, this was not an on-premise robot residing at Kofola. It runs on servers provided by Soitron, i.e., essentially in the cloud. The customer, in this case Kofola, rents the RPA system for

the time necessary to complete all the tasks. When finished, the robot sends back a report and disconnects itself. Kofola only pays for the time spent terminating their employees; it's a "pay as you go" arrangement. Moreover, Kofola only pays for successful terminations. Should the robot make a mistake, Soitron will not charge for the termination.

The RPA solution design and implementation took about two months from commissioning to implementation. Importantly, there was no need to do any hardware upgrade of the IT infrastructure on the customer's side. The existing hardware was able to handle it all.

However, the robot's development does not stop by it being commissioned. Quite the contrary. Soitron's RPA specialists analyse its performance and work with Kofola on improvements.

„Rid us of boring, routine, and repetitive tasks that we have to do every time an employee leaves the company.“

IT Department staff

Kofola





Outcome

“We can see that the robot saves us time which we can spend on more creative activities that actually move our company forward,” says one of Kofola’s IT staff. They are in charge of the brand’s entire group: nine production plants and five markets in Central and Eastern Europe. There are many opportunities for improving their IT, and now with the RPA solution from Soitron their staff has more time for them. The robot saves them a month of routine work a year.

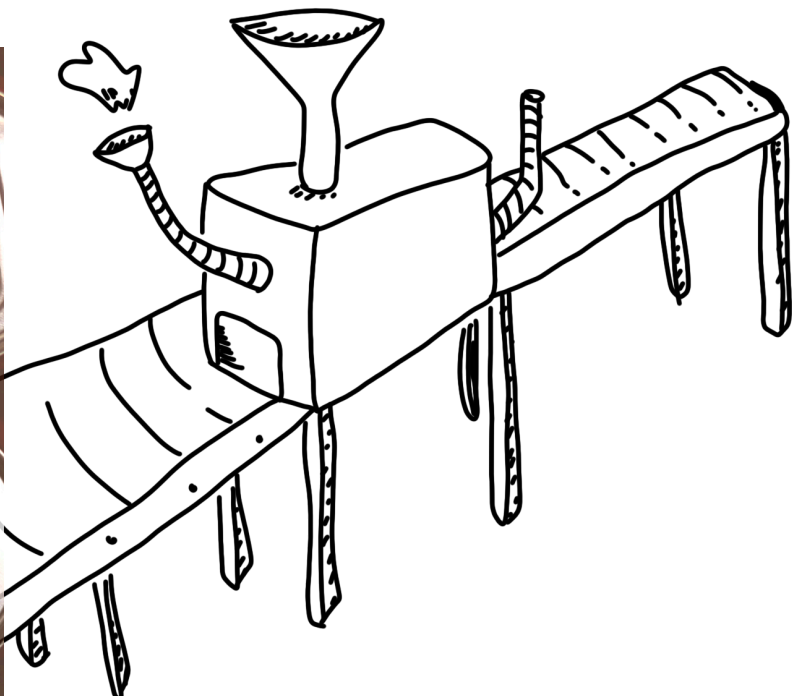
However, the mission of the software robot at Kofola does not end with employee termination. The company is already

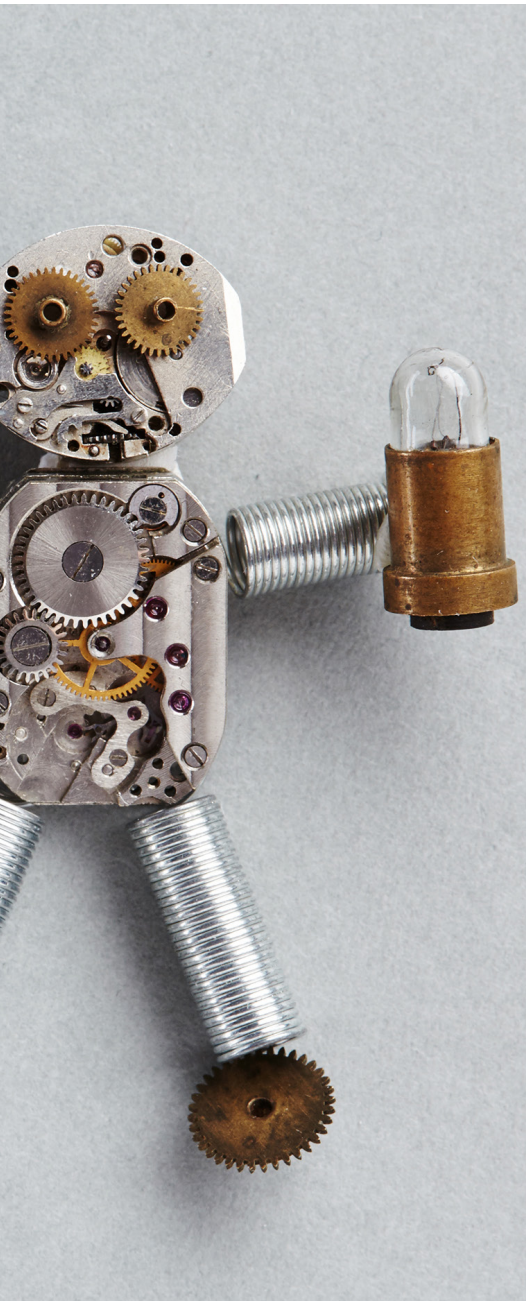
considering where else the robot can be applied. Most opportunities are in back office services such as logistics, HR, finance, accounting, and customer onboarding.

One of the important arguments for RPA implementation is the subjectively higher employee satisfaction due to the elimination of boring and routine tasks from their jobs. Software robots can be a decisive factor in attracting more skilled employees. This is now a major competitive advantage when, according to the authorities, there are only 0.7 job applicants per vacancy in the Czech Republic

„Robot would certainly make our job easier and more effective. We are servicing all of Kofola, so my colleagues and I would certainly welcome it.”

back office staff
Kofola





„A great advantage of a software robot is its simple and fast integration into the company’s existing systems. We can make the robot befriend virtually any application or software. It only takes a few weeks. The investment usually pays for itself, even in a smaller company, within six months.“

Viktória Lukáčová Bracjunová

Soitron, Business and Product Development Manager and RPA specialist



Kofola a.s.

Kofola ČeskoSlovensko is a leading producer of non-alcoholic beverages and has nine production plants in five European markets. In total, the Kofola Group employs more than 1940 people (excluding the Russian plant). The company’s product portfolio in the Czech and Slovak Republics includes Kofola (a traditional cola drink with an original recipe), Rajec spring water, a range of Jupí syrups, Vinea grape drink, Jupík children’s drinks, Semtex energy drink, and other traditional Czech-Slovak brands such as Chito, Top Topic, and Citro Cola.

It also produces and distributes Royal Crown Cola and Orangina under licence. In February 2013, Kofola became the exclusive distributor of Evian and Badoit for the Czech and Slovak Republics, and in October 2013 the company became the official distributor of traditional mineral water

from the medicinal spring of Vincentka for Czech retail and gastronomy outlets. Since the beginning of 2015, Kofola has been exclusively distributing Rauch products in the Czech and Slovak Republics. The Kofola Group also includes the Ugo chain, which operates around eighty Ugo Freshbars and Salateries in the Czech and Slovak Republics; Leros, a traditional Czech producer of medicinal plant mixes; and Klášťorná kalcia, a Slovak mineral water. In 2017 the company acquired Premium Rosa, the Polish producer of fruit and herbal products. The latest addition to the Kofola family is Espresso. In 2015 the Slovenian company Radenska became a member of the group. In 2016 the portfolio of traditional Radenska mineral water brands and the Ora and Oaza fruit drinks was complemented by the popular Croatian beverage brands Nara, Inka, and Vock. Since 2016 Radenska has been a producer and distributor of Pepsi, Mirinda, and 7Up beverages in the Croatian market. In 2016 the Kofola Group acquired the Croatian mineral water producer Studenac.

www.kofola.sk

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Soitron is a Central European integrator operating in the IT market since 1991. The company’s philosophy is to constantly move forward, and that is why it is a leader in implementing unique technologies and innovative solutions. It offers its clients products and services in the field of robotization and process automation, artificial intelligence, the Internet of Things (IoT), IT infrastructure, communication and cloud solutions, IT security, IT services and outsourcing, IT advisory and applications, and IT department digitalization. Its product portfolio includes smart police car solutions – Mosy and cyber security services – Void Security Operations Center. Soitron, s.r.o. is a part of the Soitron Group and employs more than 800 international experts. The group brings together professional teams in Slovakia, the Czech Republic, Romania, Turkey, Bulgaria, Poland, and the UK.