



Soitron automates processes worldwide for US-based Clarios

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Roman Šustek

Clarios, IT Business Relationship
Manager

1. REQUIREMENTS

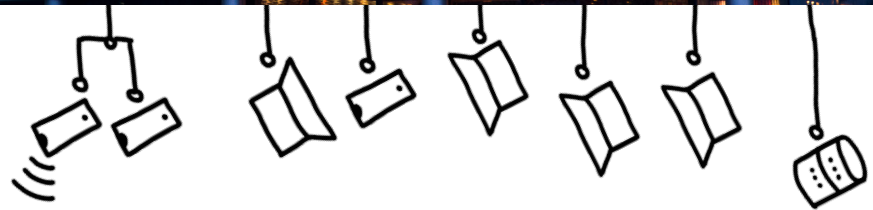
- Find a **reliable experienced business process automation partner** who can automate processes using RPA at **various sites around the world**.
- Automate and **streamline** shared service centre **processes**.
- Address staff **substitutability** issues.
- Reduce **error-related** costs.

2. SOLUTION

- Conduct an audit to select processes suitable for robotic process automation based on the integrator's expertise.
- **Develop, deploy, and operate** software robots **as a service**.
- Automate and **optimize** selected processes in countries worldwide.

3. RESULTS AND BENEFITS

- Significant **time savings** equivalent to several man-days per day.
- Relief for staff from **repetitive manual tasks** with low added value.
- Elimination of process **delays and downtime**.
- Improved staff **substitutability**.
- Increased **process efficiency** leading to improved financial parameters, such as cash flow.



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Viktória Bracjunová
Soitron, RPA Business Unit Manager

Clarios – the company behind well-known brands like Varta, Optima, and Heliar – is a top battery manufacturer in the automotive industry. Today, one in three new vehicles is fitted with a Clarios battery. The company was created through the divestment and renaming of the Johnson Controls Power Solutions division, and it now employs 16,000 people in over 140 countries worldwide, including Slovakia, where it has a large financial shared service centre.

Business service centres hold great potential for process automation through software robots (RPA), which Clarios and Soitron are now introducing at several worksites globally.

A successful pilot

The Clarios management team has been aware of the potential of RPA for some time, but it was not satisfied with its existing technology partner due to the instability and unreliability of the automated processes and the supplier’s level of service. In search of a reliable automation partner with extensive RPA experience, Clarios

chose Soitron based on referrals. The first process was the processing of outstanding payments for one of its customers.

With its technological and business know-how, Soitron conducted a comprehensive analysis and set up a process for automatically collecting necessary documents from various systems to start a claim. “Our robot can independently collect invoices, delivery notes, and other necessary documents, which are then uploaded to the customer portal,” says Viktória Bracjunová, the RPA Business Unit Manager at Soitron. The robot’s success rate is over 95 %, which allows Clarios to save costs and improve cash flow.

A quick expansion of cooperation

Following the successful automation of the pilot process, Soitron’s collaboration with Clarios gained momentum. Within a few months, several other processes were automated at sites across the globe – from South Korea to Mexico and North America.

CLARIOS

SHARED SERVICE CENTRE

This included streamlining the posting of credit and debit transactions, automating communication between Clarios staff and the Hyundai-Kia portal, and modernizing the process of cleaning the account ledger, which previously required a manual review of Excel spreadsheets containing thousands of lines.

All these financial processes are demanding on manual labour as they involve extensive and time-consuming mouse-clicking in various systems and data downloading, uploading, and checking. *"Performing such tasks manually is inefficient and prone to frequent errors,"* says Bracjunová.

Distance is not a barrier

Clarios uses RPA as a service, meaning that the solution is outsourced. Soitron provides technology services, software licences, and part of the required hardware infrastructure as well as the monitoring and maintenance of the software robots.

"This model is convenient and hassle-free for the client due to the sites being located in different geographical locations," says Juraj Skákala, the Account Manager at Soitron. The customer has a well-protected and secured technology infrastructure, and Soitron had to meet stringent security requirements.

Soitron's business consulting also provides significant added value to Clarios. With experience from earlier projects, its consultants analysed individual Clarios processes and then automated and optimized them for even greater efficiency.

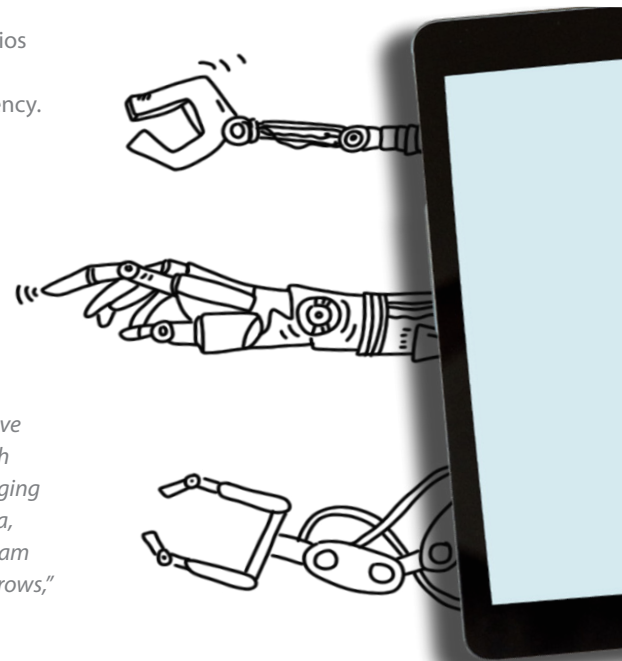
In addition to having a partner with technical and business expertise, Clarios saw in Soitron the ability to implement robotic automation projects in various parts of the world despite it not being a global company.

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Benefits and bold plans

The robotic process automation implemented so far has brought Clarios a net time saving of twenty-four hours per day for all processes, replacing manual tasks for three employees in total.

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Substitutability was also an issue. If the employee was on vacation, another person had to be assigned to handle the process. Since the automation, the substitutability for these tasks is no longer an issue, and the employee has been freed up to focus on more complex tasks with a higher added value,” explains Roman Šustek, the IT Business Relationship Manager at Clarios.

These results are just the tip of the iceberg. The potential benefits of automation are enormous and include streamlining processes; increasing productivity, reducing lead times and staff response times, improving customer satisfaction, reducing errors and variances, and improving cash flow.

Soitron has demonstrated its commitment to automating even complex processes with difficult decision criteria as well as the flexibility and ability to operate globally. It continues to provide software robotization for Clarios. “On average, it presently takes us one and a half to two months to automate a process – with simpler ones taking less than a month,” says Bracjunová.

That is why there are other projects in the pipeline in China and in Latin America.



Formerly Johnson Controls Power Solutions, Clarios is a global leader in energy storage solutions. It creates the most advanced battery technologies for nearly all types of vehicles. Clarios has finance centres in Europe, North America, South America, and Asia.

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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, cybersecurity, data centres, IoT solutions, IT outsourcing, communication and network solutions, IT support and advisory. Its product portfolio includes smart police car solutions – Mosy and cybersecurity services – VOID Security Operations Center.

Soitron 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.