

# CASE STUDY

BFSI

## Compliance automation revolutionized supplier onboarding for a supply chain risk management leader



### About the client

Our client is a Utah-based leader in supply chain risk management solutions, specializing in supplier prequalification, document management, auditing, and insurance monitoring services.



### Challenge

The company faced the following challenges:

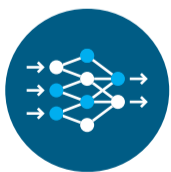
- They managed a vast database of over 125,000 registered suppliers
- Each supplier underwent a rigorous assessment covering health and safety, workforce compliance, ESG (Environmental, Social, Governance) considerations, and financial viability
- Suppliers were also subject to verification for a wide range of expertise services
- A team of 90 service agents handled more than 20,000 service requests, including onboarding new suppliers and renewing existing ones

The client sought to increase throughput without a proportional increase in human resources



### Approach and Solution

To address these challenges, our service team devised a comprehensive approach:



#### Process analysis:

Conducted a detailed time-motion analysis for each service request to understand the steps and time allocation in each process.



#### Leverage identification:

Identified services with the greatest potential for time-saving through automation.



#### Automation implementation:

Developed and deployed automation solutions for the identified services.

The implemented compliance automation solution consisted of the following key components:



**Browser-based extension:**

Integrated with the document management system and Salesforce, streamlining the process.



**Salesforce integration:**

Utilized Salesforce to identify service types and details, streamlining document retrieval.



**Rule engine:**

Implemented a rule engine with verification rules for each service document, enabling efficient approval or rejection of service requests based on verification outcomes.

## Results delivered

The implementation of this technology-enabled operation augmentation resulted in substantial benefits:

- The client achieved a remarkable **40% boost** in throughput
- With the same team of approximately **90 service agents**, they successfully processed approximately **28,000 service requests**
- The overall review time per service request was reduced from an average of **2 days to just 1 day**

## Client benefit

By embracing technology and automation, our client not only increased their operational efficiency but also ensured faster and more accurate supplier onboarding and verification processes, ultimately enhancing their competitive edge in the market.

Discover how we can enhance efficiency without compromising quality in your business processes using [data automation](#).

[Contact us](#) today to get started



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