

Enhancing Supply Chain Efficiency A Digital Transformation Success Story



ABOUT CLIENT

A leading group with a storied 50-year history began its remarkable journey with a single storefront in Bahrain. Now headquartered in Dubai, the company has grown into a formidable force in the retail and hospitality sectors, boasting over 2,200 retail outlets, more than 160 leisure and hospitality venues, 25 proprietary brands, and numerous franchises. With a presence that spans the GCC, Middle East, India, Southeast Asia, and Africa, the group celebrates a workforce of 48,000 professionals from 97 different countries, dedicated to delivering consistent value and quality across its diverse customer base. The group's innovative spirit is showcased through its dynamic brands, notably STYLI and VIVA, which continue to experience robust growth and expansion.

BACKGROUND

In a strategic move to further its market dominance, the group embarked on a journey to digitalize its supply chain management processes. This venture commenced with a critical examination of the invoicing procedure, which required suppliers to submit four distinct sets of documents. The manual processing of these documents, including scanning, validating, and notifying suppliers of deficiencies, presented numerous challenges to operational efficiency.

THE CHALLENGE

The group's pre-digital workflow relied on manual invoice processing, creating inefficiencies. Validating each invoice involved time-consuming, repetitive tasks like scanning, data entry, and verification. This slowed down the entire supply chain. Additionally, manual validation, especially for multilingual invoices, increased errors that could lead to delays and disruptions. To further complicate matters, each supplier submitted four unique document sets with specific validation rules, requiring significant staff effort and attention to detail. These challenges collectively hampered the group's operational efficiency and supply chain performance.

■ Repetitive and Time-Consuming

The labor-intensive nature of the process significantly hampered the supply chain's fluidity.

■ Susceptible to Errors

The manual validation of documents, especially considering their multilingual nature, was prone to inaccuracies.

■ Complex Documentation Requirements

Each supplier's submission of four unique document sets necessitated individualized validation rules, complicating the process further.

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SOLUTION

To address these challenges, the group collaborated with a technology partner to develop an automated solution, harnessing the power of Microsoft Form Recognizer and Computer Vision services. This innovative solution was designed to

■ Automate Document Validation

Streamline the validation of documents against pre-established sets and rules, enhancing process efficiency and accuracy.

■ Enable Configurable Validation Rules

Offer scalability and adaptability through customizable document sets and validation rules, catering to the evolving needs of the business.

■ Facilitate Content Extraction and Analysis

Employ advanced algorithms to extract and analyze document content, assigning confidence scores to determine the necessity for manual verification.

■ Provide an Interface for Manual Verification

An intuitive interface allows for the efficient review of documents flagged by the automated system, ensuring thorough accuracy checks.

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Technology Used

Microsoft Form Recognizer

Computer Vision Services

RESULTS

The implementation of this digital transformation strategy yielded significant benefits:



Dramatic Reduction in Manual Tasks

The automation of document validation processes has substantially decreased the manual workload, freeing up staff for higher-value activities.



Decrease in Process Errors

Leveraging automated systems has minimized the occurrence of errors, ensuring more dependable supply chain operations.



Increased Operational Efficiency

The streamlined approach has expedited the invoicing and validation processes, enhancing the overall speed and efficiency of the supply chain.

This digital overhaul has not only propelled the group's supply chain operations to new heights of efficiency but also underscored its dedication to innovation and superior service delivery. As a pioneering step in the group's continuous growth journey, this project sets a new standard for operational excellence in the retail and hospitality industries.

About Acuvate

With over 17 years of experience in digital solutions, accelerating enterprise-wide digital transformation with our AI accelerators, we provide solutions and services that modernize, automate and support organizations. We help our customers transform their conventional processes to match the next-generation technological trend. We have a strong presence in the US, Europe, and the Middle East, where we serve multiple Fortune 500 companies. We specialize in New-age AI solutions, Migration & Modernization, and Digital Workplace Solutions. With our multi-skilled experts and packaged AI accelerators, we deliver unparalleled efficiencies and accelerate time-to-value for our customers