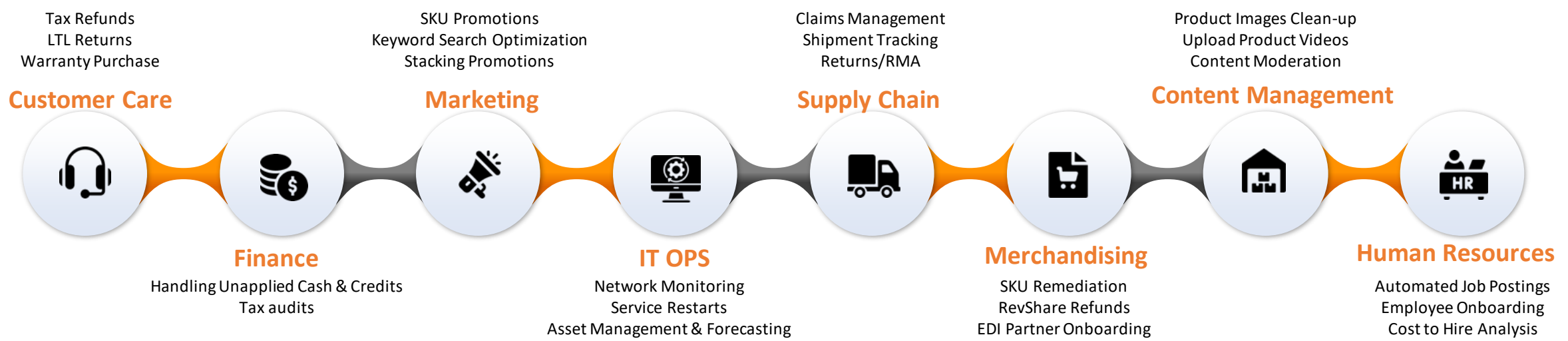




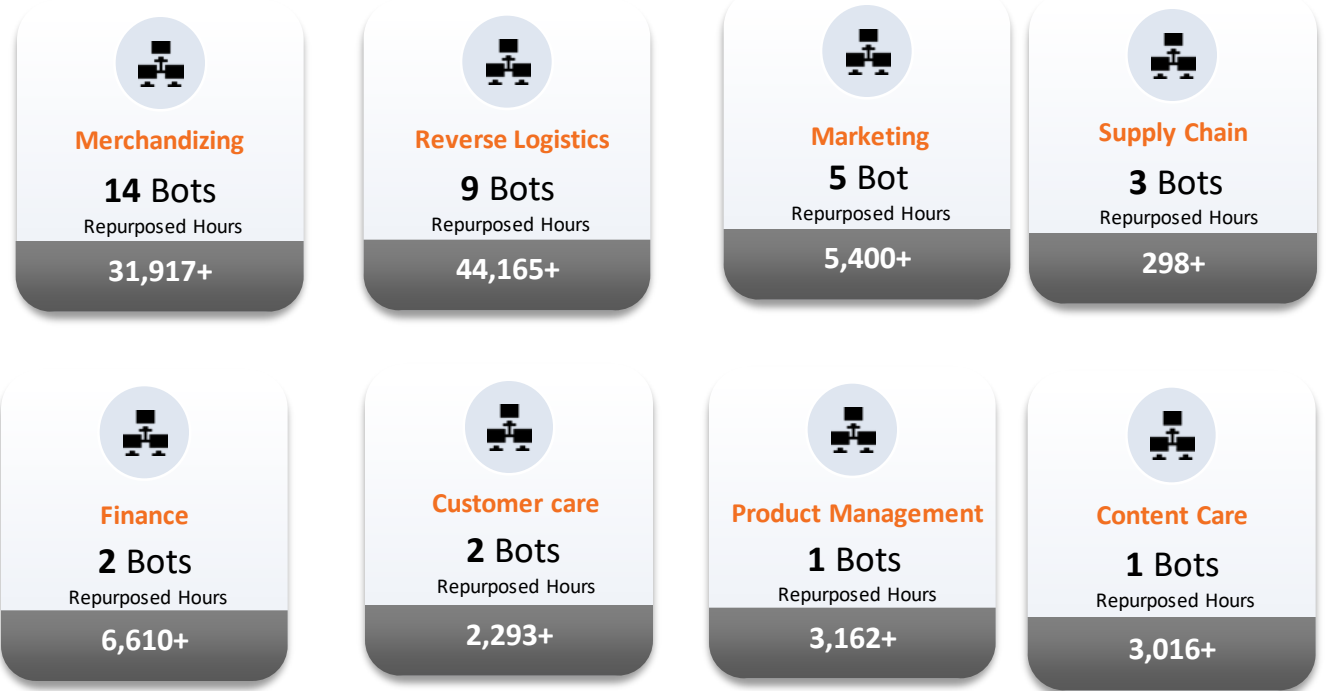
Φ iOPEX [Experience Engineering][∞]
TECHNOLOGIES

iOPEX' s Intelligent Automation Solutions for a leading E-commerce Company

Top Processes Automated for our E-commerce Client



- 1.8+ Million Transactions Processed
- 38+ Complex Processes streamlined and Automated
- Enabled less touch transactions for seamless experience and better efficiency gains
- FTEs redeployed for advance customer / partner focused tasks



Impact Creators



Claims Management

Claim submission procedure is different for each carrier and automating these processes helped filing claims within timeframe to obtain the refunds.

Results Claims requested on-time saves millions of dollars

Process time reduced from 7 mins to 3 mins

2.5x Faster compared to manual process

\$4M Cost Savings Per Year

Warranty Purchase

RPA is leveraged to provide high volume of warranties requests post product purchase

Results 750/month volume of warranty requests

10 mins to 4 mins savings for each warranty request

60% FTE and Cost Optimized

80% Accuracy of data extraction

EDI Partner On-boarding

Partner Onboarding process for customized requirements takes too long and impacts the new revenue opportunities, which is tackled by Implementing RPA

Results On-time partner onboarding procedures with zero errors

Partner Onboarding on time

100% Increase in overall productivity

100% Accurate On boarding

SKU Promotions

Automating SKU promotion process reduced manual efforts spent on this repetitive process and increased the sale of the products

Results Zero manual efforts, 1 FTE Savings

30 mins – 3 mins after process reengineering

50% FTE Savings

10x Faster than manual process

SKU Remediation

Removing high value SKUs has potential loss in sales and assortment gaps. Hence RPA implemented to notify the partners on-time to adjust the pricing to avoid product removal from website

Results On time notification and reduced high value product removal

Faster compared to manual time to deal with larger set of partners

82% Actions are taken before removal of SKUs- Direct impact on sales

60% FTE and Cost Optimized

RevShare Refunds

The RevShare Suppliers opt for refunds from the retailer when the customer request to retain the damaged product with some percentage of compensation

Results ~200 requests per week

Reduced time to gather data

100% Accuracy in refunds

90% FTE Savings

Tax Audits

Tax audits RPA process helps capturing the order invoice from the Customer product purchase history for the specific period range and sends to Finance department

Results Zero errors with FTE savings

Reduction in processing time

75% FTE Savings

2x Faster than manual

Shipment Tracking

This automation process helps tracking the shipment to provide relevant tracking numbers to the partners and/or order reimbursements that are not delivered.

Results Improved partner communication

Reduction in processing time

60% Reduction in processing time

100% On-time communication to the partners

LTL Returns

In reverse logistics, to bring back the product, the customer initiates the return request for which the support team must send a BOL to the customer received from the carrier. Automating this helped processing the requests 24x7

Results ~150 requests per day. Processes return requests 24/7

Runs 24x7

27% Reduction in processing time

99% Efficiency in processing the returns

Product Images Clean-up

Implemented RPA to clean the product images before listing them in website in order to bring them up in the top of search results

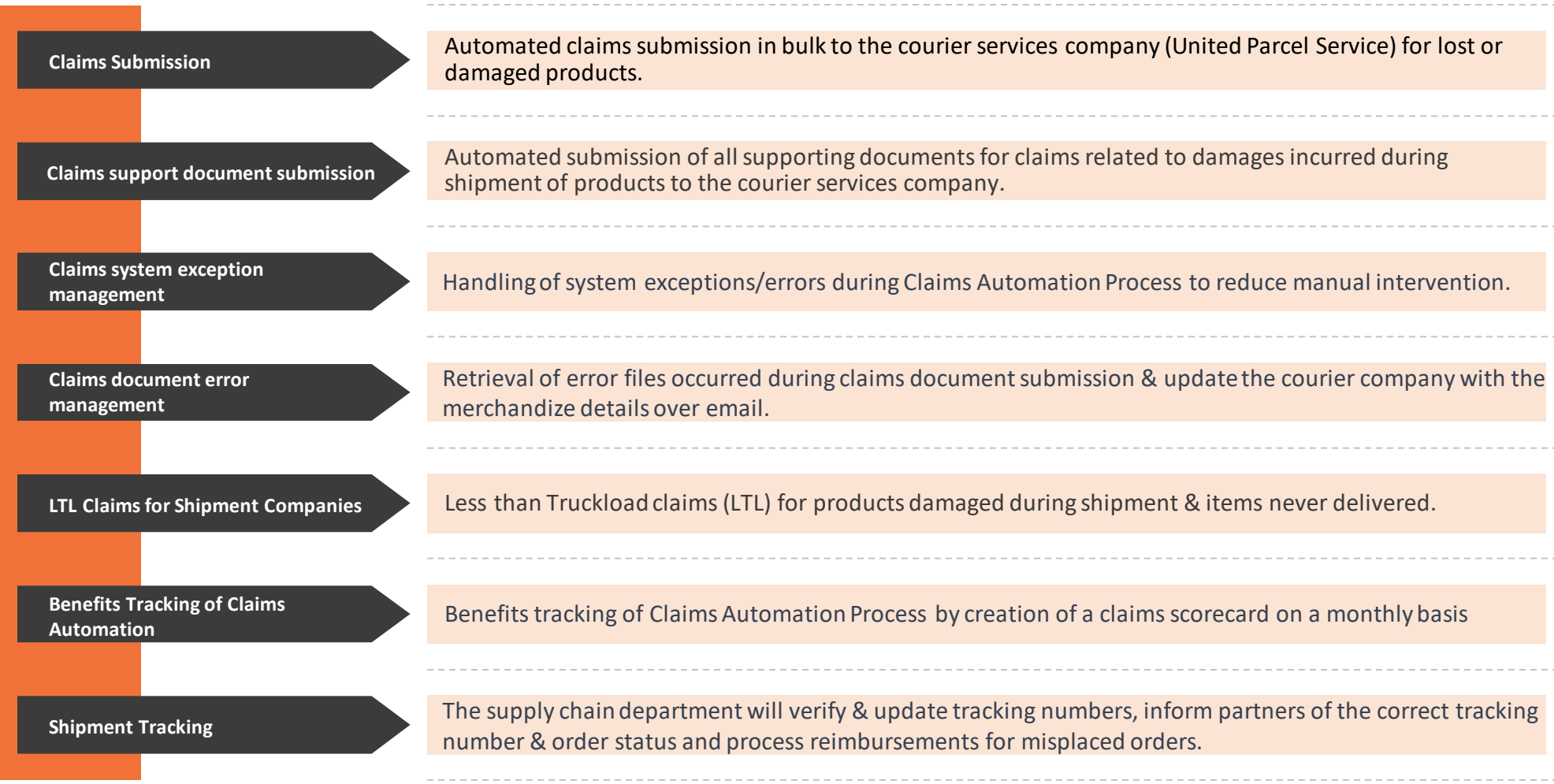
Results Increased sale

30 mins – 7 mins

80% Images are cleaned by RPA

56% FTE time savings

Supply Chain Processes Automated



Applications Accessed by the bot

MicroStrategy, Oracle, Office 365, UPS, Google Big Query, Microsoft Dynamics 365, Microsoft Teams

MicroStrategy, Office 365, UPS

Office 365, Microsoft Teams, UPS

Microsoft Excel, Microsoft Outlook, Overstock

EFW, MicroStrategy, CEVA Logistics, DM, Salesforce, Office 365

Oracle, MicroStrategy, Office 365, Microsoft Teams

SQL, Oracle, Salesforce, Office 365

Merchandizing Processes Automated



Late Order – Email to Partner

Facilitation of delayed order tracking and enabling account managers to promptly communicate with respective account holders to expedite delayed shipments.

Intra Canada Catalog Process

Streamline cross- border inventory management and facilitate efficient management of orders by gathering the United States SKUs and uploading it to Intra Canada Partner account.

Product Quality Assurance Check

Labelling & updating the status for high risk & return/hold products and uploading the changes to an internal software system.

Supplier Portal Sourcing Management

Managing inventory using Supplier Oasis supplier portal by filtering and exporting “resourced” & “discontinued” items, updating their status & creating a Jira ticket to register the case.

Seller Refund Request Handling

Facilitating prompt resolution for refund requests from customers, processing refunds using the Customer Service App and communicating with the sellers and close the case.

RA/GA Close Case

Closure of Return Allowance/General Allowance cases post resolution in the Salesforce Partner console to enable efficient allowance management and relationships with partners.

SKU Remediation Messaging

Remediation emailers to partners to inform that SKUs are being pulled off the site, helping them identify at-risk products to improve product offerings and maintain competitiveness.

Applications Accessed by the bot



Office 365



Office 365



Office 365



Office 365



Office 365



Office 365



Office 365



Merchandizing Processes Automated



Partner recommended SKU Promotions

Addition of partner recommended SKUs to the client's database for promotions to increase their visibility and potentially boost sales.

Partner/Brand Exclusion Process

Consolidation of short SKUs & brand exclusion coupons into a single in-house application to simplify management of promotions & discounts, leading to increased efficiency and revenue.

Partner SKU/UPC Update Process

Collects partner SKU/UPC Data & consolidates them in a Tracking tool (Jira) & triggers automated emails to partners about errors identified & improving data accuracy.

Video Submission Process

Automatically download product demo videos sent by partners from the video submission template and upload them to the Client's website.

Partner Account Creation

Management of partner profiles for those who wish to list their products on the client's website database.

Applications Accessed by the bot



Office 365



Office 365



Office 365



Office 365



Office 365



Finance Processes Automated

Unapplied Cash & Credits Management

Settlement of all unapplied cash & credit options towards outstanding invoices during each billing cycle in the Supplier Oasis Supplier Portal.

External and State Audit Taxes

Capture of essential information (screenshots/evidences) from the Customer Service App for the audited Invoices and shares it via a shared drive to auditors.

Applications Accessed by the bot



Customer Care Process Automated

Extended Warranty Facilitation

Post purchase warranty process automation by charging the customer and adding the warranty to the product.



Marketing Processes Automated

Internal Keyword Search

An automated search of top 30 products names in the product website and display the percentage match of the product with respect to the keyword that is being searched.

Product Launch Probation

The process analyzes Google Ads reports and scoring factors to identify low-performing SKUs, imposes probation to optimize resources, and focuses on revenue-generating products.

Discount by Option

Application of Discounts for products in the cart based on the option of discount & payment mode selected (credit card, Debit Card, cash on Delivery, EMI etc.)





Pricing Process Automated

Price Update

Running Product Price changes scripts on a scheduled basis to maintain accurate & consistent pricing of products.

Product Management Processes Automated

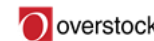
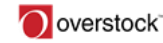
Image Clean Up

Cleaning product images before listing them on a website to improve their appearance, verify their resolution and make them more attractive to customers

California Mattress Return

Management of old mattress pickup upon purchase of a new mattress by the customer in California as per AB-187 Mandates.

Applications Accessed by the bot





Φ

Thank
you