

# AutomationEdge drives service availability at Smart Dubai Government by automating the supplier creation process

## Benefits of AutomationEdge



### Cost

50% reduction in service desk staff for supplier creation.



### TAT

Time taken to complete one Request is reduced from 15 mins. to 45 sec



### Accuracy

100% elimination of errors



### Compliance

Complete auditability and traceability of supplier information updates from BMC remedy to Oracle E-Business suite



### 24x7

Service Availability

## The Challenge

Smart Dubai Government (SDG) being a federal organization, receives high number of supplier creation requests. The process of creating the supplier in E-business suite application of SDG was tedious and manual, and moreover the procedure followed to create supplier was not uniform leading to data inconsistencies.

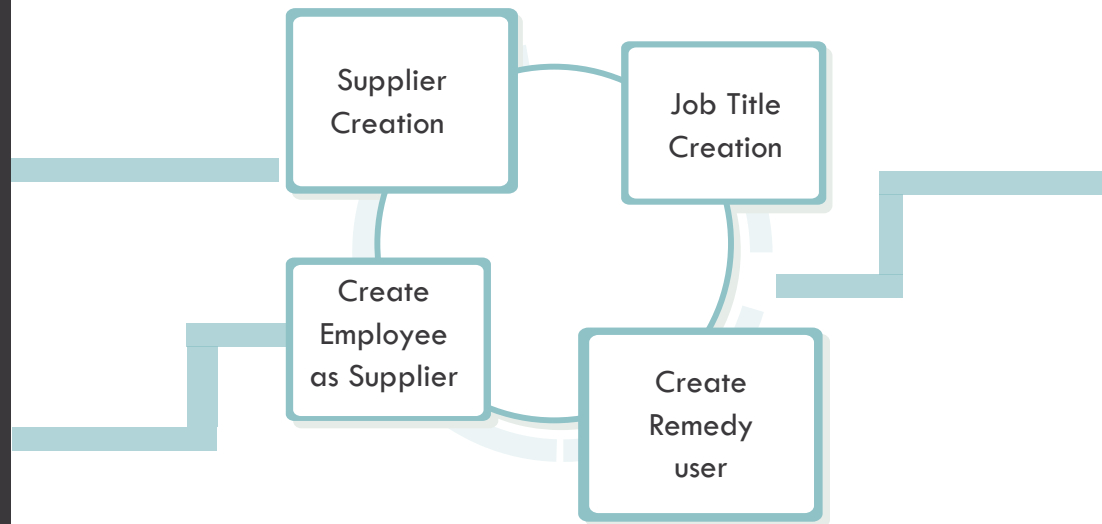
Since the supplier creation process was human dependent, the service availability was only during the office hours, leading to high business response time. Manually creating suppliers in the system was also error prone and time consuming.

## The Solution

Smart Dubai Government decided to automate the supplier creation process and evaluated various vendors in the IT and Robotic process automation space.

AutomationEdge with its rich experience in BMC Remedy and robotic process automation solution was selected to automate supplier creation process.

### AutomationEdge automated following use cases at SDG:



## About AutomationEdge

AutomationEdge is the preferred IT automation and Robotic Process Automation (RPA) solution provider. AutomationEdge helps organizations automate their mundane repetitive rule based tasks across verticals. Founded in February 2017, AutomationEdge has already delivered its innovative solution to large multinationals globally like American Express, Capita, Coty , ICICI Lombard , HDFC Life, Smart Dubai Government, Mashreq Bank and Genpact to name a few. It is a unified platform that helps in automated resolution of IT tickets like password reset user creation and also automates various business processes in front office, middle office and back office. AutomationEdge is also listed in the Salesforce AppExchange. Please visit [www.automationedge.com](http://www.automationedge.com) for more information.