

DMG MORI Global One, Bielefeld, Germany

# From Repetitive Processes to Digital Workflows with Robotic Process Automation

 With structured consulting expertise, the itelligence experts have encouraged us to start the RPA trip in our group. As part of a proof of concept, itelligence has developed two RPA bots in a very short time, which will make our business processes even more efficient in the future.

Dr. Jaroslav Jakob Kartz, Head of Digital Process Excellence,  
GILDEMEISTER Beteiligungen GmbH, Part of DMG MORI Global One

## Challenges

- Elimination of manual, repetitive, digital and structured activities within the business processes
- Limitation of error sources

## Benefits

- Automation of manual processes
- Valuable contribution to increase productivity
- Saving of internal employee resources and focusing on value-adding activities
- 100% transparency and traceability of the process flows
- Reduction of time and workload
- Less processing errors
- Uncomplicated scalability

## Solutions

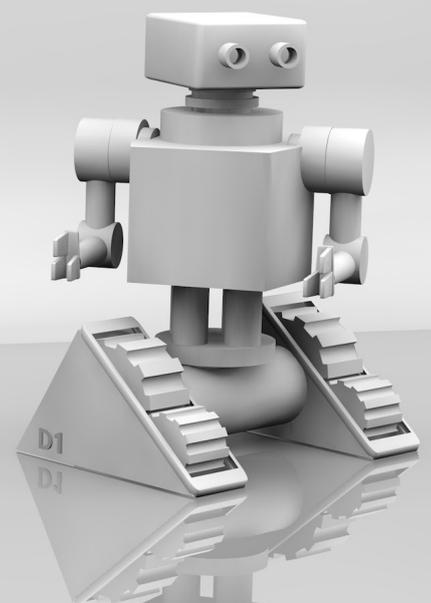
- Support within process elaboration
- Design and development of two RPA bots with UiPath

## Why itelligence?

- Expert for Robotic Process Automation
- Extensive knowledge of RPA methodologies, planning and implementation
- Long-term RPA project experience

Automation  
can increase  
productivity by

90%



Caps Lock

D

F

G

H

J

K

L

Shift

Z

X

C

V

B

N

M

,

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Ctrl

Employees  
invest

86%

of their time in  
administrative tasks

## Manufacturing of the Future.

As a “Global One Company” and one of the world’s leading manufacturers of machine tools, DMG MORI drives future technologies with the highest dynamics and excellence. At a total of 154 sales and service locations, more than 12,000 employees are working on integrated automation and digitization solutions and offer a comprehensive portfolio consisting of lathes and milling machines on a daily basis. As an innovative company, DMG MORI strives for the automation of repetitive business processes. Therefore, the supplier commissioned various IT service providers with the development of two Robotic Process Automation (RPA) use cases as part of a proof of concept. With its well-founded know-how of methods and procedures, itelligence was able to successfully implement the designed scenarios.

## When RPA Knocks on the Door.

Regarding RPA, companies often ask themselves about the chances and potentials. For DMG MORI, it was clear that monotonous and redundant processes should be streamlined, optimized and automated in order to reduce the employee workload. But not every process is suitable for automation using Robotic Process Automation. For the identification of suitable processes, there are some basics that must be considered. One of the basic requirements is that the process was previously executed manually. Furthermore, automation requires a repetitive process. With higher frequency the suitability for the use of RPA increases. Indicators also are if-then relationships and rule-based processes. It is also assumed that digital input is processed. The process should run stable and should not be changed in the foreseeable future. This sounds complicated – but it can be managed easily. Together with itelligence, two processes were analyzed in detail.

## Use Case 1: Managing Training.

DMG MORI offers employees and suppliers an internal training program for which they can register via a website. After successful registration, a confirmation email is generated and automatically forwarded to the organizers. Previously, participants had to manually maintain these emails in the ERP system (non-SAP) across several input masks. The process was therefore only partially automated, and the time required for maintenance was 8 to 12 hours per week. Now, a developed bot supports the search for confirmation emails within the mailbox and automatically enters the contents into the corresponding masks in the ERP system.

## Use Case 2: Creating Invoices.

The training offering and the participants are maintained manually in an Excel table. Based on this, the organizers initiate the invoice creation process. Now, another bot takes over the approvals in the ERP process and generates a printable invoice document for each participant, which can be sent afterwards. Previously, the average invested time for the creation of invoice was 10 to 12 hours per week. By using the bot, this time could be significantly reduced.

The achieved automation of these repetitive activities brings DMG MORI clear time and cost savings. During the development phase, both use cases were structured in a way that subareas can be reused for further scenarios as well. itelligence was able to implement both scenarios in only a few development days and therefore it was created rapid success and business value for the company. So, nothing stands in the way of the digital future.

# DMG MORI

AKTIENGESELLSCHAFT

**Company:**  
DMG MORI Global One

**Industry:**  
Machinery & Plant  
Engineering

**Products:**  
Manufacturing of cutting  
machine tools, CNC  
controlled lathes and milling  
machines, digital portfolio

**Employees:**  
About 12,000 (2020)

**Turnover:**  
About BEUR 2.4 (2019)

**Headquarters:**  
Bielefeld, Germany

**Website:**  
[www.dmgmori-ag.com](http://www.dmgmori-ag.com)