



CASE STUDY

How RPA is saving a national retail group
1,067 hours every month.



“The bot keys, saves, extracts and shares the data. That’s a massive time-saving for us.”

Jonathan Ball, Digital Transformation Lead, Henderson Group

Client: Henderson Group



Henderson Group is the franchisee for the Spar convenience shops. Based in Northern Ireland, they have around 4,500 employees supporting the business and its 500 stores.

What they wanted to achieve

Henderson is growing, but the number of staff they employ isn't keeping pace with its growth. To ease this pressure, they wanted to give their existing team more time by automating high-volume, low-value tasks.

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Key Henderson challenges

- Staff were tied up in repetitive and mundane tasks
- The existing staff couldn't support the company's growth

Why Henderson chose Automation Anywhere and Propel

Jonathan Ball, Henderson's Digital Transformation Lead, said they drew up a list of their objectives, which included functionality, ease of use, performance and price. Compared with other RPA providers, Automation Anywhere and Propel came out on top.

“The main driver was to get time back. And that's why we looked at RPA as the solution.”



What we did

We created bots to automate the processes Henderson had identified would have a good return on investment. Once the bots were up and running, we provided ongoing support. We also trained some of Henderson's transformation team and business users so they could create their own automations.

What changed

To date, Henderson has automated the manual input of:

- 100 email orders per day
- 16,000 invoices per month
- Retail supplier registrations and their associated invoices

This has saved a significant amount of time. Plus, it means they can also automatically:

- Extract data
- Share data
- Create order files

“Being able to create our own automations is the biggest benefit so far. And that was through the training Propel delivered.”



Going forward

The digital transformation team plans to present their success with automation to Henderson's board of directors to show what the technology can achieve and identify more opportunities. They're also continuing to find 'super-users' in other parts of the business who want to create their own automations.



“We have a really good working relationship with Propel. Their help in getting our first automations up and running and getting a return on investment as quickly as possible has been very valuable.

They’ve also been great in terms of their support. They’re maintaining the systems we have running and keeping an eye on the bot runner. And they’ve played a big part in the training we’ve been doing, both with us in the Transformation Team and those on the business side. They’ve been doing weekly training to get us up to speed so we can start creating our own automations, and that’s been very valuable.”

Jonathan Ball, Digital Transformation Lead, Henderson Group



Thank you for reading

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