

Hitachi Solutions, Ltd.: Better processes for happier clients with FortressIQ

Hitachi Solutions



ORGANIZATION PROFILE

Hitachi Solutions, Ltd., pioneered the use of cutting-edge digital technologies to modernize customers' complex business processes. But, as the company looked to eliminate bottlenecks and gain efficiencies in their own processes, they needed faster, more efficient, and more accurate ways to understand how their business worked today. So they used FortressIQ to find over US\$1 million in potential savings via process optimization and Microsoft Power Platform automations.

CHALLENGE

- Identify the next level of business transformation opportunities
- Quickly and sustainably optimize processes at scale
- Enable fast, seamless RPA using Microsoft Power Platform

Being a leader in digital transformation, Hitachi Solutions, Ltd., is constantly seeking new ways to modernize work. After years of cloud migration, automation, and process improvements, the company was forced to find the next generation of transformation opportunities. But, they were held back by the limited insights of slow, manual, and unscalable process mining and interviews.

Only with accurate and enterprise-wide process intelligence could the company make data-driven decisions to truly position their business for a more competitive future.

SOLUTION

- Automated discovery of deeper, next-generation opportunities for digital transformation and automation
- Faster, more accurate process intelligence to speed automations and more quickly realize process improvement gains
- Seamless integration of process intelligence insights to Microsoft Power Platform for custom, no-code automations

Using FortressIQ Process Intelligence, Hitachi Solutions, Ltd., is finding more ways to migrate business applications to the cloud and identify scalable process automation deployments. The AI power behind FortressIQ provides unmatched speed and accuracy over the typical process discovery and mining methods.

Company

Hitachi Solutions, Ltd.

Website

www.hitachi-solutions.co.jp

Headquarters

Tokyo, Japan

Industry

IT services, consulting

Employees

4,748 as at September 2020

Goals

Using an effective and optimal tool, enable visualize the issues of business processes, replace human tasks to automated bots, and improve employee efficiency and reduce wasted costs for the business growth.

In less than two weeks, Hitachi Solutions, Ltd., identified over US\$1 million in potential savings through process optimization and automation.

This gives Hitachi Solutions, Ltd., a fast way to discover which processes have the largest impact potential, and is used to identify process differences down to the individual worker, enabling dissemination of best practices and a more equitable workload distribution.

The company's continued digital transformation is further accelerated by their partnership with Microsoft and use of Microsoft Power Platform. Combined with insights from FortressIQ, it enables Hitachi Solutions, Ltd., to build custom, no-code applications to automate repetitive, time-consuming tasks. This combined FortressIQ-Microsoft solution for intelligent automation provides cognitive process intelligence, AI-enabled workflows, and deep business insights, and does it all faster than the traditional alternatives.

RESULTS

- **Uncovered high-load processes primed for elimination and streamlining, and potential for additional worker training**
- **Identified tasks ideal for RPA and easily automated using Microsoft Power Platform**
- **In less than two weeks, identified over US\$1 million in potential savings through process standardization and automation**

Facing unrelenting competition, perpetually demanding customers, and a shrinking labor market, Hitachi Solutions, Ltd., is using FortressIQ Process Intelligence to find their next level of business processes optimizations for reduced costs and increased efficiencies. It's a tall order, given the company's years of pioneering digital transformation efforts. But, FortressIQ is helping them quickly identify which processes to focus on for the most impact in the least time.

In an initial two-week effort focused on business accounting and reporting processes, the company was able to identify over US\$1 million in potential savings through process standardization and automation. FortressIQ highlighted areas where workers either spent too much time in specific applications or used more steps than necessary to complete a given task. It also identified workflows with excessive spreadsheet and email usage, and other process variations, which could be streamlined.

According to Hitachi Solutions, Ltd., using FortressIQ has made it possible to automatically analyze end-to-end enterprise business processes and, using Microsoft PowerBI, visualize real results in as little as 2 weeks, and then quickly automate those processes with Microsoft Power Automate. And, that's without disrupting workers or conducting tedious analysis of application logs.

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HITACHI SOLUTIONS

Hitachi Solutions, Ltd., is a Tokyo-based provider of digital transformation solutions and services. The company works with large enterprises to catalyze digital transformation efforts, guiding customers as they adjust to changing times. The firm's focus areas include transitioning to a smart, collaborative, and virtual workplace; deploying robotic process automation (RPA) and hyper automation solutions; and developing a rewarding employee experience.

The company has become a pioneer in using cutting-edge digital technologies, such as artificial intelligence (AI) and Internet of things (IoT), to help customers—and their own internal teams—modernize complex business processes and speed cloud transitions. But, as the company looked to deepen and expand their internal transformation, they needed faster, more efficient, and more accurate methods to identify, analyze, and visualize business processes as they worked to eliminate bottlenecks and gain efficiencies.

About Automation Anywhere

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