

CASE STUDY

Kemira

Kemira Responds Faster to New Business Requirements with Automation.

Kemira boosts productivity to new heights with Kofax RPA™. By harnessing the robotic process automation solution to streamline processes, the group has freed up tens of thousands of hours a year, helping teams stay on top of rising workload and deliver top-quality service.

20,000

HOURS SAVED ANNUALLY

Automatic

UPDATES TO SAP RECORDS

4 BOTS

DEPLOYED IN ONE MONTH

Work Like Tomorrow.™

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ABOUT KEMIRA

WWW.KEMIRA.COM

Kemira is a chemical industry group focusing on pulp and paper, water-intensive industries, municipal water treatment, and oil and gas. Headquartered in Helsinki, Finland, Kemira employs more than 4,900 people in 40 countries around the world.

PRODUCTS IN USE

Kofax RPA™

FOCUS

Robotic Process Automation

Desktop Automation

Automating Manual Finance Tasks (RPA for FPA)

festum

ABOUT FESTUM SOFTWARE

WWW.SOFTWARE.FESTUM.FI

Festum Software provides a wide range of intelligent software solutions and concepts to assist customers' business and ICT capabilities, enabling them to extend business value through modern automation.

CHALLENGE

Kemira is a global chemicals company serving customers in water-intensive industries, with operations on six continents and annual revenue of around EUR 2.6 billion. To keep such a big business running smoothly, Kemira must maintain tight control over operations, including administrative and finance activities.

Shared services teams at Kemira handle huge volumes of business, and with operations continuing to grow, the group was looking for ways to manage a rising workload more effectively.

Jarkko Hanhimäki, Senior Manager of IT at Kemira, explained: "The objective was to enable us to meet greater workload without impacting the quality or cost-effectiveness of operations. We identified an obstacle to this: much of people's time was filled with time-consuming, routine activities."

Many of these tasks involved manual data entry, reporting, or data-quality checks.

"Kofax RPA helps our teams deliver the responsive back-office services that keep Kemira's global operations flowing smoothly."

Jarkko Hanhimäki, Senior Manager of IT, Kemira

Hanhimäki said: "We recognized that if we could automate this work, we stood to increase productivity, helping staff take on more work with less effort, and improving the quality of both our data and the service we deliver to the business."

SOLUTION

Kemira determined that robotic process automation (RPA) offered an ideal solution to its efficiency and quality challenges. After evaluating RPA offerings from different vendors, the group selected Kofax RPA.

"We chose Kofax RPA because it offered very powerful capabilities in a user-friendly package," recalled Hanhimäki. "Whereas other solutions had a steep learning curve, Kofax RPA doesn't require users to have a huge amount of specialist knowledge, which allows us to really take ownership of the solution. What's more, Kofax offered a very attractive licensing model. The pricing was competitive, and we were free to build as many robots as we wanted."

Working with teams from Kofax and IT services partners Festum and Efematic, Kemira trained 20 process experts from different functions to design, monitor or build Kofax RPA robots.

"We received great support from Kofax, Festum and Efematic, who helped us to get up-and-running quickly with Kofax RPA," said Hanhimäki. "It took us just two weeks to create our first robot and we deployed two robots during the first month and scaled up to four robots in another month."

"We've developed the capability for several different functions to implement robotics and now we work with each of them to design and develop new robots. We started using Kofax RPA in our procurement and finance areas and then expanded the solution to other functions, for example, product safety and R&D. We plan to scale up the solution to build use cases to cover several tasks targeting cross functional end-to-end cases. We are developing the robots in an agile way in sprints."

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Kemira has integrated Kofax RPA with business applications including SAP ERP, SAP reporting portal through a web services layer, and several other business applications. The Kofax RPA robots automate a wide range of repetitive tasks involved in extracting and processing information from these applications and data sources.

Hanhimäki said: "Kofax RPA is adding value for operative work every day for Kemira. It has enabled us to automate routine work making the process much more efficient. It reduces mistakes and data entry errors, helping us maintain a complete, correct and up-to-date set of data."

In the future, Kemira aims to extend use of RPA across the entire business with plans to harness Kofax RPA to automate key processes in areas including customer service, sourcing, human resources and legal.

RESULTS

By harnessing Kofax RPA, Kemira is freeing up thousands of hours annually for its business functions, enabling them to stay on top of rising workload and focus on more valuable activities.

"The increased automation delivered by Kofax RPA has enabled us to give back around 5,000 hours annually to our finance teams," confirmed Markus Katila, Director of Finance Development. "Additionally, robotics has enabled new processes which were not possible earlier due to huge amounts of manual work."

"Similarly, in procurement, we have released 1,500 hours a year to operations," explains Wolfgang Höbart, Senior Manager of Procurement Processes. "This has been an incredible help in allowing shared services to take on growing volumes of work without increasing headcount, which keeps the business on track for profitable expansion. But even more important is the improvement in speed and quality eliminating copy/paste errors from one system to another."

"Efficiency gains have had a positive impact on Kemira's service delivery, empowering us to respond faster to business requirements and improve the quality of our work."

Jarkko Hanhimäki, Senior Manager of IT, Kemira

"We are now able to focus on more strategic and value-adding activities that make the most of our employee talents and contribute to their personal development.

"These efficiency gains have had a positive impact on Kemira's service delivery, empowering us to respond faster to business requirements and improve the quality of our work."

Hanhimäki stated, "Kofax RPA helps our teams deliver the responsive back-office services that keep Kemira's global operations flowing smoothly. Shared services can process work items faster with minimal error, supporting more predictable, timely and consistent operations. All of this keeps the business, our partners, and our customers satisfied, and helps Kemira remain at the forefront of the global chemicals industry.

"Robotization is releasing around 20,000 hours annually back to operations. Next, we are focusing to find automation opportunities for end-to-end scenarios covering several business functions and combining robotization with other automation tools including machine learning."

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