



“Intelligent automation is definitely a better alternative to outsourcing.”

Dominic Howson - Supply Chain Planning & IS Director at Hovis

Hovis

One of the largest bakery brands in the UK and amongst the best known food brands in the country.



Customer Use Case • March 2018

Business

Hovis Ltd is a British baking and flour milling business. Headquartered in High Wycombe it employs 3,200 people at 8 bakeries, 4 flour mills, 1 wheat malting, 1 ingredients mixing facility and 3 regional distribution centres across the United Kingdom.

Challenge

Challenging the traditional approach to business processes within one of Britain's leading consumer brands, the Hovis IS team chose to implement the Thoughtonomy Intelligent Automation (IA) solution.

Solution

Hovis embedded the easy-to-deploy Thoughtonomy single license, single platform solution to automate processes within IT, with further projects planned to scale their Intelligent Automation project within Finance and Human Resources. “Ultimately, Hovis colleagues will be able to focus on more value-add business deliverables.”

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Why wouldn't you want to reduce the time that your colleagues spend on mundane, repetitive tasks – freeing up their valuable time and knowledge to deliver more value-add to the business?

Dominic Howson - Supply Chain Planning & IS Director at Hovis

Business

Hovis Ltd is a British company that produces flour and bread. The brand originated in Macclesfield, Cheshire, in 1886, and became part of Rank Hovis McDougall (RHM) in 1962, after a succession of mergers. RHM, with its brands including Hovis and Mother's Pride, was acquired by Premier Foods in 2007.

Hovis became a standalone limited business in April 2014, after Premier Foods sold a 51% stake in the business to The Gores Group to form a joint venture between the two companies.

Challenge

This rich history produced a variety of legacy IT processes. With many repetitive, monotonous, intrinsically linked processes generated within Hovis' IT function, the options were to either “stand still,” to spend a large amount of time trying to integrate these processes and systems, or to automate.

The overall challenge was to reduce the amount of repetitive tasks that were labour-intensive and time-consuming, and shifting Hovis colleagues' focus on improving accuracy and delivery. Within IT, the Thoughtonomy IA solution will perform monotonous, administrative tasks – executing work in the background 24-hours a day, helping to integrate processes and improve accuracy and delivery.

Solution

“With process automation, you can free up colleagues' time, enabling them to deliver more value-add activity.” – Dominic Howson

The Thoughtonomy IA solution is being used to improve the responsiveness, and ensure accuracy and delivery within the Hovis IT function by providing a tactical tool available around-the-clock, virtually eliminating errors in areas such as master data updates and scheduling.

Initially employing the Thoughtonomy solution within IT, there are further plans to optimise process automation into the key transactional areas within Finance and HR activities. “Why would you have someone creating accounts all day, when they could be ensuring that invoicing is being managed correctly?” asks Dominic Howson. “Intelligent automation is definitely a better alternative to outsourcing.”



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The Thoughtonomy Virtual Workforce® platform addresses the challenge of improving office workforce productivity, to allow skilled workers to deliver value with their creativity, collaboration and leadership, instead of performing repetitive, error-prone work – which limits value, creates poor customer experiences and stagnates productivity.

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