COMTRADE
SYSTEM INTEGRATION

Case Studies

Robotic Process Automation

According to research, an average employee in a corporation spends 40% of time doing manual work, and searching for relevant data for about 1.8 hours per day.

Source: McKinsey & SimplyFlows

Calculation and submission of tax returns

About the project

The project goal was to streamline the tax submission process on the e-porezi web service.

The software robot was developed to:

→ Take the unique Tax No. from a specific company
→ Get an xml. file from the ERP system with all the required input data
→ Filter through the web service in order to find the adequate time period in which the tax should be submitted
→ Submit the tax return

Project goals

Streamline the tax return calculation and submission process.

Challenges

Error-prone process which was straining employees.

Outcome and benefits

The robot generates a calculation in accordance with the calculation from the previous month in XML format and submits the application on the Tax Administration portal.

Selected references

vizijaračunovodstvo d.o.o.

The global RPA market is expected to grow at a compound annual growth rate of 38.2% from 2022 to 2030 and reach USD 30.85 billion by 2030.

Source: grandviewresearch

Reconciliation of customer balance cards in SAP

About the project

The project involved automation of manual tasks related to copying customer data in the SAP ERP system.

The robot was designed to do the following:

→ Receive Excel list via email with items that need to be closed
→ Log into the SAP ERP system
→ Identify the customer cards, and balance out the status of receivables using the FIFO method – e.g. Deduct the oldest debts from the oldest payments.

Project goals

Automate a repetitive task of dealing with customer card reconciliation within SAP.

Challenges

Large quantities of data that needed to be processed over a specific period of time. More than 100k of data sets were taking a lot of employee's time, just to execute a fairly manual process with simple arithmetic functions.

Outcome and benefits

The robot performs manual entry in the SAP ERP system for items where posting is not performed automatically.
More than 120k customer cards were closed per month by the software robot.

Selected references

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Around 80% of finance leaders have implemented, or are planning to implement RPA.

Source: Gartner

Improvement of the virtual assistant knowledge base

About the project

An insurance giant started building a knowledge base for the chatbot placed on the company website. To grow the knowledge base, the software robot had to:

→ Extract all the questions that have been stored in the D365 and place them in an excel file
→ After collecting all questions, the software robots activated the chatbot and starts "asking" it all the collected questions
→ For each question there was a need for an answer, with everything filled in the excel file
→ The user needed to check the answers and delete the irrelevant ones – further developing the knowledge base

Project goals

To build a knowledge base for the chatbot from questions asked by various customers over the website/email.

Challenges

Triglav was facing a tough task of utilizing all the questions from customers that were not asked in an interaction with the chatbot, but instead were asked through different channels.

Outcome and benefits

Large chatbot knowledge base with plenty of customer-related information. Constantly being updated without the need for human interaction, apart from filtering irrelevant answers.

Selected references

triglav

About Comtrade System Integration

Comtrade System Integration offers software solutions from leading market manufacturers, as well as digital transformation services for companies and organizations from various fields of work. Based on decades of experience, we also develop our own IT solutions. Not very many companies in this part of the world can proud themselves at having such a strong network of established partnerships as we can. Being the partner of the year, platinum, gold, or silver partner with some of the world's IT powerhouse es such as Microsoft, IBM, Oracle, Cisco, HP, DellEMC, VMware, Veeam and many others allows us to provide our clients with the best possible solution to their needs.

Comtrade Group

Comtrade System Integration is part of the Comtrade Group, a company with **30 years** experience in software solution development and IT distribution, with more than **2,000 employees** and operations in **32 companies** across **15 countries** in Europe, North America, and Asia. With a large amount of knowledge and experience, as well as a dedicated team of employees, our company has positioned itself as a leader of the group.

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Comtrade System Integration is a leading regional system integrator, with access to many European markets. Working with us means:

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We use specialized knowledge, the most important certificates and significant experience to help organizations adopt digital technologies - faster than the competition.

Reliability
Through partnerships with technology leaders, such as Microsoft, IBM, Oracle, HPE, Cisco, HP and Dell EMC, we enable our clients to get the best IT products on the market.

Flexibility
We work with many clients: from small organizations and medium-sized ones, all the way to large international companies. The quality of our service is a constant.

Specialization
Over the years, we have become known for improving business performance, innovative system integration services, digital cloud transformation, and simple development and launch of technology solutions.