

How Norco Industries Achieved Business Process Automation Using Generative AI

The company created \$1,000,000+ of additional free cash flow using a private and safe solution

Five years might sound like a long time, but if that's all you've got to completely transform a large business with digital infrastructure - it doesn't feel so long.

That was the task Chris Richner faced with Norco Industries, a US-based manufacturer operating with seven separate brands serving complex business niches. As Chief Information Office (CIO), Chris was expected to bring digitization all the way to the shop floor.

But this is where he hit his first roadblock. Because while the company had a clear, long-term vision for digital transformation, it had neither the bandwidth or staffing resources to realize it.

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The first order of business was to get my infrastructure shored up,”

— Chris

The Perfect Use Case For Automation

Chris knew that Process Automation could solve his problem, but implementing those solutions would still require a lot of expensive labor. That's why he was so excited when he discovered Kognitos – the private and safe Generative AI solution for process automation.

Chris quickly decided to test Kognitos on Narco's finance department. His team identified workflows that could benefit most from the solution, deciding to automate the entire accounts receivable and accounts payable (AR/AP) process - including billing and invoicing.

Using plain human language (powered by Natural Language Processing (NLP) technology), Kognitos unlocked faster, more cost-effective and more intuitive automation. It planned and implemented automations using human language,

and produced clear explanations of everything being automated. So that even 'non-technical' employees could use it to build new process automations and verify their automations were working correctly.

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We have a lot of repetitive tasks," he says. "Things that are error prone. No one wants to do those tasks. They don't want to scale documents all day.

Reaping The Rewards Of AI

The results Kognitos produced were dramatic. With a single solution, **Norco was able to save up to 15 hours per week of employee's productivity time**, up to 20 hours per week spent on billing tasks and 30 hours on invoicing tasks. But they also reduced human error and lessened their hiring needs - leading to significant savings and productivity improvements.

Having seen these initial results, Chris quickly decided to expand the solution's use. He arranged for Kognitos to visit the Narco facility and investigate other

ways generative AI could be used to automate processes and accelerate digital transformation.

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Working with Kognitos has been an excellent experience," "The team is responsive and takes time to understand the process that needs to be automated.

— *Chris*

Democratizing Process Automation

What Norco discovered using Kognitos was the democratizing power of Generative AI. While leaders have long since understood the value of automation, it has always been prohibitively expensive and difficult to implement - until now.

With Kognitos's Generative AI solution for automation, companies without the time or in-house capabilities to build their own solutions can benefit from the extraordinary efficiency, time and cost savings process automation promises.

To learn how Kognitos does that, [get in touch with a solution expert today.](#)