CASE STUDY

Cloudera advances its embedded automations with AARI, saving hours of processing time and millions in the process.

Organization profile

Cloudera was founded in 2008 with a firm belief that they can find excellence in open source, open standards, and open markets. Today, they empower digital transformations for some of the world's largest enterprises. Thanks to their love of innovation, driven in particular by their connection with the open source community, they are proud to say they are constantly growing and improving.

Challenge

Keeping a finger on the pulse of the market is a must, especially for a pioneering, cloud-based business, and when a company's core belief is rooted in its love of open source, constant innovation is inevitably going to be a side effect. For that reason, Cloudera had an eye for improving internal processes and functions. This made embedding automation into their employees' daily operations the obvious next step. Striving for greater flexibility, more company empowerment, better customer service, and enhanced employee experience, Cloudera embarked on its automation journey.

Benefits

Improved employee satisfaction

Improved user experience

Hours of processing time saved

Enhanced cost savings

> " We loved the empowerment of the business. We wanted to remove the additional point of contact with our teams and talk to the bot directly. That's why we added AARI to our design."
>
> **Emilia Dworak**
> Manager of the RPA Center of Excellence, Cloudera

Processes Automated

Flexible month-end processing–no need for month-end in code

Processing unstructured data (text from emails, messages in chat) can be put into a structured AARI form

Reporting—upgraded scheduled bots and tickets to switch to on demand automation with minimal intervention from the RPA CoE team

Industry

Horizontal Solutions-Technology

Solution

To drastically improve their employee experience, Cloudera focused on simplifying internal processes and reporting, particularly in their Finance, HR, and Sales departments. They choose Automation Anywhere™ software as a way to speed up reporting and reduce redundancies. They quickly saw the results they were looking for. Encouraged, they pushed further. They wanted to embed automation at every employee touchpoint and did so with AARI. AARI empowered each department by removing the additional point of contact and allowing employees to request reporting directly from the bots themselves. This on-demand capability, often used by employees after CoE hours, made for a drastic improvement in employee satisfaction and productivity.

"

We improved our user experience, increased flexibility of our automation runs, and became more on demand."

Emilia Dworak
Manager of the RPA Center of Excellence, Cloudera

Story details

No stranger to digital transformations, Cloudera set out to ameliorate their internal reporting and processing. They partnered with Automation Anywhere™, a company so closely aligned with their own passion for innovation. They created a Center of Excellence (CoE) to best utilize their partnership with Automation Anywhere™ and to spearhead their automation transformation.

They knew they had a need for flexibility. Taking advantage of the Automation Anywhere™ Intelligent Automation Transformation Tool and citizen developers, they designed and curated embedded automatons that allowed for each team's specifications. In a short time, they were able to automate many transactions, saving hours of work.

Pleased with the results, they knew this would only be the beginning. Enticed by the concept of empowering their employees, they advanced automations further with AARI. This equipped each team with the ability to trigger their own reports by directly speaking to bots. Since many teams had needs that came after CoE business hours, these digital coworkers solved a lot of problems. Now, when a team urgently needs a report generated, instead of opening a ticket with the CoE team and waiting, they are able to open the link and start their own automation on demand, further expediting Cloudera's processing times.

The future

The need to maintain a competitive advantage in this economic climate is unrelenting. As a result, further automation remains a must. Specifically, Cloudera seeks a way to automate more processes by combining UI automation through RPA and direct API calls and continues to strive to make their processes more flexible by enabling automation triggers from more applications.

December 2022