

# Kemira

Case Study

**TUNGSTEN**  
AUTOMATION

**kemira**



## Case Study

# Kemira Responds Faster to New Business Requirements with Automation.

Kemira boosts productivity to new heights with Tungsten 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.

## 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.

**kemira**

**20,000**

Hours Saved Annually

**AUTOMATIC**

Updates to Sap Records

**4 BOTS**

Deployed in One Month

“Tungsten 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

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## ABOUT KEMIRA

[www.kemira.com](http://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

- Tungsten RPA™

## FOCUS

- Robotic Process Automation
- Desktop Automation
- Automating Manual Finance Tasks (RPA for FPA)

## PARTNER



Visma Sirius Oy  
<https://ia5.fi>

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.

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.”

“The increased automation delivered by RPA has enabled us to give back around 5,000 hours annually to our finance teams.”

**Markus Katila,**  
Director of Finance Development.

## 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 RPA.

“We chose RPA because it offered very powerful capabilities in a user-friendly package,” recalled Hanhimäki. “Whereas other solutions had a steep learning curve, 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, Tungsten 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 Tungsten and IT services partners IA5 and Efematic, Kemira trained 20 process experts from different functions to design, monitor or build RPA robots.

“We received great support from Tungsten, IA5 and Efematic, who helped us to get up-and-running quickly with 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 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.”

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

Hanhimäki said: “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 RPA to automate key processes in areas including customer service, sourcing, human resources and legal.

## Results

By harnessing 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 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.”

“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, “Tungsten 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

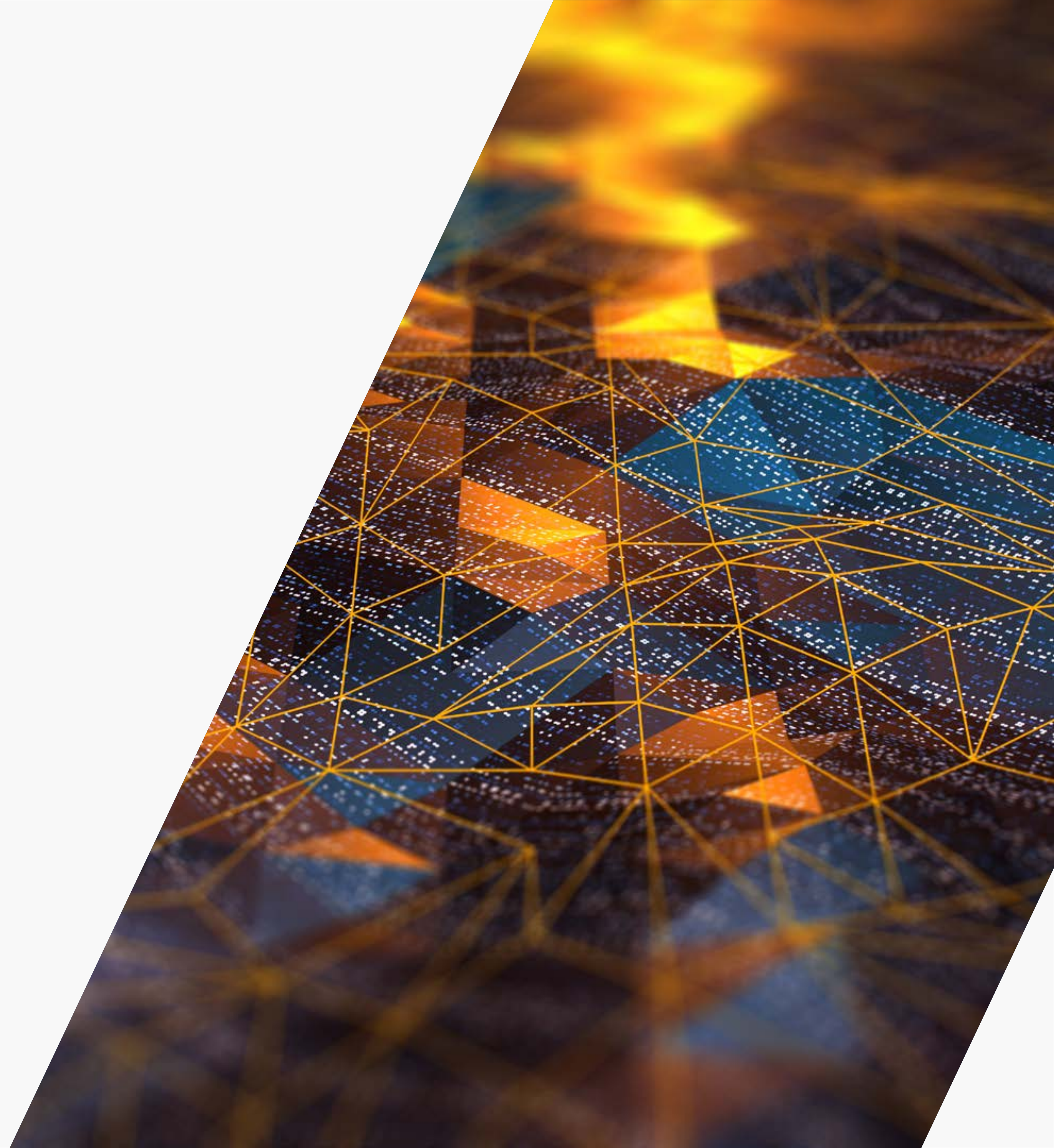
“Efficiency gains have had a positive impact on Kemira’s service delivery, empowering us to respond faster to business requirements and improve the quality of our work.”

**Jarkko Hanhimäki,**  
Senior Manager of IT, Kemira

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.”

[Read more stories of success from our global customers at TungstenAutomation.com](https://tungstenautomation.com)



## About Tungsten Automation

Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

To learn more, visit [www.TungstenAutomation.com](http://www.TungstenAutomation.com)

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