KnowledgeLake

Streamlining Government Contracting at a Leading Aerospace & Defense Contractor with RPA

This aerospace & defense contractor has been a leading provider of supplies and services to the US Department of Defense and international aerospace market for 50 years. To improve operational efficiency and customer service, the contractor sought to automate manual searches for government solicitations and awards.

Client
Leading Aerospace & Defense Contractor

Industry
Logistics & Supply Chain

The company is a leading global provider of supplies and services to the U.S. Department of Defense and international aerospace markets with over 50 years of experience.

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> *"When our specialists arrive in the morning, their work is already waiting on them. By making our processes more efficient, we're able to better serve our clients by getting RFQs to them quicker and ultimately reducing the time it takes to get the quote to the government."*
>
> – Systems Engineer, Federal Aerospace and Defense Contractor

A leading global provider of supplies and logistics services to the US federal government and international aerospace markets, this aerospace and defense contractor sought an RPA solution that would help automate searches for government solicitations and awards. The company was bogged down with manual searches that hindered its ability to quickly provide RFQs to its government clients.

BUSINESS NEEDS

Before implementing KnowledgeLake, employees spent hours each day manually searching multiple government websites for large numbers of government solicitations and awards for each client. "Each document had to be checked to see if we already had it in our system and, if it was new, printed and handed to the relevant specialist to enter," says a systems engineer at the company. Not only was this process inefficient, but it prevented the company from quickly providing RFQs to its clients. "On a busy day, we would spend up to 4 hours of our morning just pulling solicitations and awards, not even processing them," says the systems engineer.

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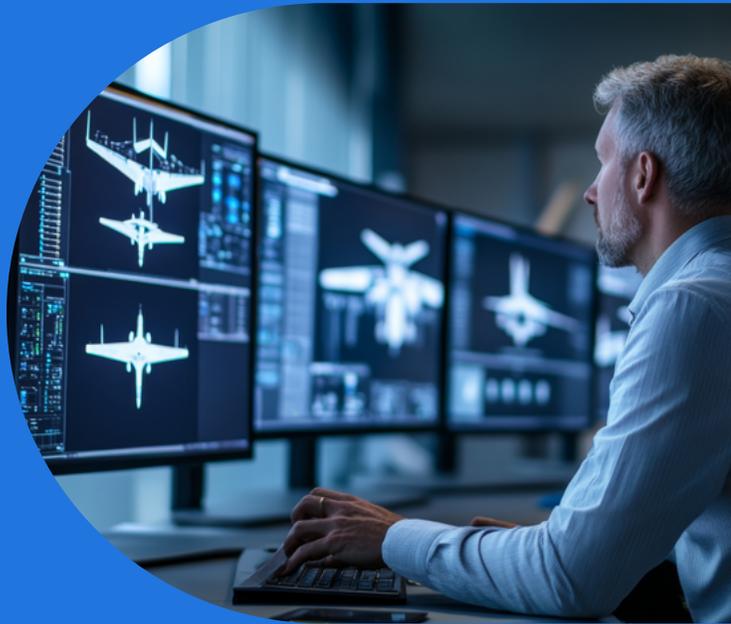
"The RPA bots enable us to get a very big head start on our workload each day."

– Systems Engineer, Federal Aerospace and Defense Contractor

IMPACT

To make this critical process more efficient, the company chose KnowledgeLake RPA to automate searches for solicitations and awards. The company's goal was to use RPA to pre-process searches so they would be ready for entry when employees arrived each morning, eliminating manual searches. It worked with InStream and KnowledgeLake engineers to outline the process and its requirements. Two months after the company's first site went live, six more sites had been added to the automated list, and manual searches for government websites had been successfully eliminated.

Now when a new solicitation is found, the download is recorded in a history database for future searches to check against. Employees run each website multiple times per day, and anything that is downloaded is added to a history database. The downloaded documents are then converted to the appropriate format and stored so they can be accessed by anyone in operations as needed. "The history database has added much more traceability because we know exactly when and from where each item was pulled," says a systems engineer. "This has been extremely helpful when investigating any missed opportunities."

The RPA website has also made troubleshooting searches easy. "The websites we use for searches are not under our control. Now when they're updated, KnowledgeLake RPA identifies the changes and adjusts the automation," says a systems engineer. Each time a site is searched, the batch saves a log and video file that can be replayed for several days after that batch has been completed.

Automating the process of searching for solicitations and awards has helped the company improve operational efficiency while saving time, enabling it to provide better service to its clients. "The bots enable us to get a very big head start on our workload each day," says a systems engineer. The company can now provide RFQs to its clients more quickly, reducing the time it takes to provide quotes to the government.

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