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50 years of innovation

Case Study: Star Refrigeration.

November 2021.





Background to our client.

- Star Refrigeration are the UK's largest independent industrial refrigeration engineering company. Founded in 1970, Star have been pioneering natural refrigeration and heating technology for the benefit of their customers, staff and environment alike.
- Star are a total solutions provider, working in partnership with customers, from design through to commissioning and maintenance. Their cooling solutions enable end users to reduce energy consumption, increase efficiency and drive down lifecycle operating costs.
- Star deliver cost effective solutions at the high end of the industrial market, carrying out first class installations and unbeatable aftercare.

Problem we identified for automation.



- Star Refrigeration's Project Management team are required to take information from a detailed budget spreadsheet system into their IFS ERP system. This is an onerous task that was being performed by senior members of the team.
- Robotic Process Automation (RPA) blended with AI was identified to automatically perform this timely process by systematically working through the complex procedure with 100% accuracy.



What we did.

- We took a top down approach and engaged with the senior stakeholders to establish the goals and how success was going to be measured.
- A three-phased approach was adopted to assess, qualify and deliver Intelligent Automation.



What the robot now does.

- Our robot now takes the entire process out of the hands of the project manager, whilst still allowing them comfort. We run what's called an 'attended bot', so the project manager is still required to start the process and provide the file the robot will require – in the same way they used to.
- But now, the robot will breakdown the information given and ensure that it has all that it requires before starting the actual process. In essence it checks the project manager's information first, and then determines if it has everything it needs to proceed (if not it alerts any gaps).
- From here it will log itself into ERP system (using it's own credentials) and set-up / create the entire project based on the information provided. This includes the lengthy deletion process and the repetitive adding costs section. This ensure multiple lines from the budget spreadsheet are quickly and 100% accurately translated into the various fields of the ERP system.
- If the robot is unable to find a section within ERP, or it finds any other errors, then it will simply report it back to the project manager at the end of the process – enabling them to intervene and rectify where appropriate.

We make **time.**



Impact we had...



There are now no transfer errors between budget sheet and ERP. The robot will always copy the information exactly as it is in the budget sheet.



The process now takes 30 minutes to complete in the background compared to over 2 hours for a project manager to undertake by themselves. Time is also saved due to less error corrections being required.



The Project Managers can now focus on customer care, and higher value tasks.



The entire process is now significantly more robust with must less risk of errors, and it is more efficient, delivering a positive return on investment for Star Refrigeration.

To find out more about FD Intelligence, visit

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