

Fashionably on time

Retailer generated **\$20M** in value through revenue gains and cost savings over **3.5 years**

Smart automation brings precision—and payback—to a global fashion brand.

In fashion, every detail matters—and timing is everything. For a global apparel leader, even routine processes like managing customer disputes can have a real impact on performance and profitability.

With support from Sogeti, the company deployed intelligent bots to streamline how it handles shipping disputes with logistics partners. A previously overlooked process is now a high-performing one.

Automated delivery claims recovered \$1M+ annually and saved 10K+ hours in FY25 YTD.

With 50+ bots across key functions, the company improved speed, accuracy, and scalability—powered by Azure Virtual Desktop for future innovation.

In a world of constant movement, this retailer is using automation to stay sharp, stay smart, and stay ahead.