



# Fraudsters Beware: Intelligent Automation at Work at John Lewis & Partners

## Business Impact



**20,000**

fraud checks in one week



**100 days**

saved so that employees can  
focus on strategic tasks

**Fast  
response**

Digital workers completed  
the work in one week

Walking into any John Lewis & Partners store is a delight to the senses. Carefully procured, high-end clothing and accessories greet shoppers as they enter. The British retailer is committed to providing a unique customer experience while operating in one of the most competitive markets on earth. So, business efficiency and agility are crucial for success. What is the best way to do this? By automating intelligently.

**“Intelligent automation, coupled with DevOps, has created a safe system of work. This has enabled the delivery team to independently develop, test and deploy code quickly, safely, securely and reliably, while allowing the business to find answers to their questions and insights quickly – through the self-serve and automated solutions.”**

#### **Alec Sutherland**

Partner & Automation Technical Lead (RPA),  
John Lewis Partnership

### **Challenge**

Retailers around the world face many of the same challenges. One distressing trend is fraud. Globally, the retail industry loses billions of dollars each year due to fraudulent ordering. Fraudsters wait behind their computer keyboards, looking for any vulnerability that allows them to sneak in. It is imperative that retailers check any orders deemed suspicious, and they can't waste any time.

The fraud team at John Lewis had no interest in placing their premium products in the hands of thieves.

### **Solution**

When fraud teams suspect that an order might be dishonest, the order is placed on hold. Blue Prism digital workers then pick up the trail and begin to investigate. They create a case in Salesforce and perform a series of cross-checks on the order, via various internal and external systems.

If the order is deemed a fraud, it is cancelled before ever leaving the John Lewis warehouse. Sometimes digital workers have questions about a particular order and will reach back out to their human colleagues for help.

Employees are happy to have their digital colleagues performing these checks. They are now free to focus on more proactive tasks like iterating the fraud detection scoring models and researching the fraud detection market for the latest strategies and tools.

Most importantly, these fraud prevention measures have had a positive impact on customer satisfaction, trust and commitment. During the 2018 Christmas Black Friday week, 10 digital workers performed forensic fraud checks on approximately 20,000 orders, ensuring that valid customer orders were fulfilled quickly.