



Ford Otosan Success Story

Customer Testimonials

"Working with Unite is always insightful and visionary. As one of the pioneers in the field, their innovative mindset keeps us progressing with every new product and technology always outcome-driven, fast, and accurate."

Mehmet Özbek
Process Automation Technical Leader
Ford Otosan

"Thanks to their expertise and right product/technology selection, we have accomplished many projects that were once considered 'impossible.'"

Nilay Sari
Process Automation Services Product Owner
Ford Otosan

Success Summary

Since 2016, Unite and Ford Otosan have successfully implemented 170+ automation projects, combining RPA, IDP, and Agentic AI technologies under one roof.

This journey has delivered an annual efficiency gain equivalent to 130+ full-time employees, generating a total business value exceeding 300 million TL.

Our product-agnostic approach, outcome-based delivery model, and the use of Unite's own IDP product GDX have been the key pillars of this success.

About Ford Otosan

Ford Otosan is one of the largest commercial vehicle manufacturing hubs in Turkey and Europe, established as a joint venture between Ford Motor Company and Koç Holding. With over 26,000 employees, the company operates in Kocaeli (Gölcük–Yeniköy), Eskişehir, Istanbul, and Craiova (Romania).

As of 2024, Ford Otosan has a production capacity of 934,500 vehicles, 430,000 engines, 112,000 rear axles, and 18,500 transmissions, making it Europe's commercial vehicle production base. A long-standing leader in exports, Ford Otosan alone accounts for 89% of Turkey's total commercial vehicle exports.

Source: Ford Otosan Official Website



Starting Point and Goal

Our collaboration with Ford Otosan began in 2016 with RPA and gradually expanded to include document reading, classification, and Agentic AI capabilities.

The goal was to transform manual, error-prone processes across production, quality, procurement, sales-purchasing, and corporate functions into scalable, sustainable, and measurable automations.

Over nine years, we have achieved efficiency equivalent to 130 employees annually and proudly continue to support and scale over 170 live processes both domestically and internationally.

Why Ford Otosan Chose Unite

- **Pioneering and Product-Agnostic Approach**
A team proficient in multiple RPA/IDP/AI technologies that always selects the right tool for the solution – a results-driven, traceable automation partner.
- **Outcome-Based Delivery**
A delivery model built on measurable outcomes – SLA, success criteria, and ROI.
- **Deep Industry Expertise**
Experience from over 1,000 processes, powered by continuous R&D and solution architecture development.
- **Proprietary Product Advantage**
With Unite's GDX IDP product, Ford Otosan enjoys seamless document processing even across mobile and enterprise apps ensuring high accuracy, secure integration, and unmatched speed in the industry.

Additional capabilities include automatic model training, Turkey-based Cloud hosting, and multi-document capture and extraction (e.g., multiple receipts/invoices on a single page).

Key Processes

1. Vehicle Registration – Dealer Process (Unite GDX)

Processing time reduced from 30 minutes to 15 seconds.

In used vehicle trade-in and sales operations, users upload vehicle registration images via the application. GDX reads and field-matches the data with system records, flagging inconsistencies before they reach the dealer.

- **Scalability:** Ready-to-use GDX APIs for mobile developers, synchronous response with user and document data parameters, under 10-second response time.
- **Operations:** Eliminated workload of 3 call center agents, delivering a seamless end-to-end experience. Average processing time reduced from 30 minutes to 15 seconds, maximizing customer satisfaction.

2. Receipt & Invoice Processing (Unite GDX × FOCep)

High accuracy and speed on mobile.

In the FOCep mobile app, all receipt/invoice reading and field extraction processes are powered by GDX.

- High accuracy, fast response times, and real-time mobile integration deliver an unmatched user experience.

3. VECTO (RPA)

Ensuring European CO2 Compliance – \$2M annual gain from a single process.

Automated VIN-based data transfer (model, body, shaft, gearbox, engine, etc.) to the VECTO Tool and XML generation for heavy commercial vehicle production.

- Scope: 10,000+ rules/validations
- Duration: 4–5 hours per process
- Value: One of Turkey's largest and most profitable RPA flows, generating \$2 million annually.

4. Regulation & Legislation Monitoring (Agentic AI)

Regulation analysis and weekly reporting.

Agentic AI scans the Official Gazette and other regulatory sources weekly, summarizes legislative changes affecting Ford Otosan, and translates them into actionable insights.

5. SuperG (IDP)

Supplier Part Dispute Management

Classifies multi-source documents and emails; enables exception handling and process visibility through SuperG.

6. CAPEX (RPA)

Automated procurement and reporting.

End-to-end automation of CAPEX request–approval–purchase workflows, supported by real-time dashboards and audit trails for full traceability.