



Supply Chain - Order Processing for a Pharma Distributor

The Challenge

Processing an order is accompanied by transactions such as manual entry of customer information into the CRM database. Processing payments, Sending out email confirmation and order updates. Client was using this whole process manually and each transaction was very time consuming and sometime needs rework due to human errors

Our Approach

Capture – Capture invoices based on pre-defined rules from several medium (email, EDI, eFax)

Integrate – Automatic validation against data in ERP and built-in workflow to speed processing and resolve discrepancies.

Streamline – A business workflow defined for major order processing steps and manage complex business rules to simplify order entry and fulfillment

Benefits

- Reduction of Manual work by >80%
- Improved Customer Service
- Faster execution
- Accurate handling of receivables
- Access to current information about customer payments

85%

Improvement in end-to-end cycle time

80%

Manual work reduction

100%

Point in time Status update

99%

Accuracy in processing of receivables