

# A leading manufacturer streamlines Order Management using Nividous' BPM implementation services for Bizagi



## Organization

The customer is a joint venture combining one of the largest photographic firms and a well-known document management company. They develop, produce and sell document related products and services in the Asia-Pacific region. The company has more than 40,000 employees worldwide.

## Challenges

The customer has a large volume of orders and is using discrete legacy systems requiring significant manual effort across geographies. There is no automated approval workflow and a lack of global visibility into order processing and warranty renewals

- ✓ Inability to identify and monitor unprocessed orders and issues related to them
- ✓ Tasks pertaining to reporting and analytics are labor-intensive, cumbersome and error-prone
- ✓ Inconsistencies in data due to disconnected multiple systems requiring manual corrections and multiple data entries
- ✓ Delayed completion of warranty renewals due to manual tracking and management

## Solution

Nividous designed, developed and deployed a comprehensive order management solution using the Bizagi Platform that became the core system used by the customer to manage end-to-end operations related to order management and product warranty renewals. Nividous' certified Bizagi implementation experts successfully rolled out the enterprise-wide solution within 32 weeks.

- ✓ A single order management system to handle complex orders and exceptions having 50+ sub-components, including warranty/maintenance
- ✓ Purchase and sales order processing, vendor payments, pre-ordering, product delivery and warranty renewals with auto-reminders are automated within the same interface
- ✓ Seamless Integration with the warehouse system and many other IT systems
- ✓ Automated product pricing suggestions to customers based on targets and history
- ✓ Reports for various contracts and payments are also managed

The screenshot displays the 'Order Management - Create Order' interface. It features a navigation bar with 'Order Details', 'Purchase Order', 'Sales Order', and 'Order Documents'. The main content area is divided into sections: 'Order Detail' and 'Customer Detail'. The 'Order Detail' section includes fields for Order No. (F070417001), Create Date (07/04/2017), Business Case Type, Version (99.1), Project Group (IT Related), Install (Apr-2017), SS Case No., SS Case 01, Related Proj Ref, Order Currency - Rate (HKD-1), SFDC Ref No. (SFDC01), PPS Red No. (PPSS001), and PPS Doc Ref. (PPSSDoc001). The 'Customer Detail' section includes a field for Customer Branch. There are 'Add Customer' and 'Add' buttons at the bottom right.

For more information on how manufacturers use Nividous platform visit:  
<https://nividous.com/case-studies#manufacturing>

## Benefits

