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

nividous

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

Benefits

60%	85%	90%
Increase in user engagement	Increased process visibility	Enhanced data accuracy

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