



CASE STUDY

Automation of Order Processing and Shipment Planning to drive greater Efficiency and Customer Satisfaction

The Idea: Executive Summary

Developing and implementing a fully automated system for sales order processing and shipment planning for a leading storage device company to eliminate unnecessary and time consuming manual efforts.

About the client

The client is one of the world's leading manufacturer of hard drives and storage solutions . The client provides storage solutions from home computing to enterprise data centers.

Business context

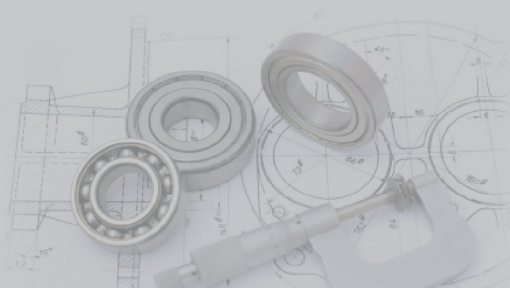
With a growing volume of customer orders and hampered by a manual sales order processing system, the client lacked a view of daily activities, which in turn made effective management of the process a time-consuming challenge. Often, a large amount of time was spent on building a knowledge base of current inventory items, collating them with orders and scheduling them to be processed according to the availability of the ordered item. Furthermore, manual packaging

instructions had to be given for each order after every processing.

This resulted in backlogs at the client for several days to enter orders leading to delays. Manual processing of orders resulted in increased inefficiencies and data errors. Furthermore, batch schedules and SLA slippages were an area of concern. All these issues contributed to a drop in customer satisfaction levels.

Wipro's Solution

Wipro developed and implemented an automated processing system, with a built in knowledgebase, that was integrated with the inventory management system. The system was designed to check the availability of inventory and packaging



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instructions. With an Auto Pick-release component, the client could confirm and keep track of the picking of goods from stock and keeping it aside for shipping to a sales order. Accordingly, an automated shipment plan creation was generated based on the scheduling and order processing. Flexibility was a core feature of the automated processing system that enabled existing business applications and individual processes to work together in a seamless business process.

Benefits

With this solution, Wipro has delivered the following benefits to the client:

- Automated process that encompasses inventory

check, part substitution, auto scheduling, package instructions, auto pick release and shipment plan creation for the order - thus resulting in the complete elimination of manual processes at these levels

- Quick order processing and efficient delivery scheduling
- Less redundant processing of duplicate orders
- Enhanced quality and effectiveness of customer order management resulting in high levels of customer satisfaction

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