CASE STUDY

Cutting Custom Order Fulfillment Time from Days to Hours

SUMMARY

Bowdark partnered with an industrial maintenance and repair product supplier and service provider dedicated to helping its customers lower operational costs through increased productivity and efficiency. As online shopping surged during the pandemic, the company struggled to keep up with increasing demand for custom orders and acknowledged the need to do something. The company collaborated with Bowdark to explore ways to reduce their processing time for custom orders. Bowdark delivered an app that shepherds the custom order fulfillment process from start to finish, helping the company reduce processing time from days to hours, increase operational efficiency, and ultimately, improve customer service delivery.

BUSINESS OVERVIEW

Size

2,000+ employees

Country

United States

Industry

Industrial Supplier

Products and Services

SAP Central Component (ECC)
for Enterprise Resource Planning (ERP)
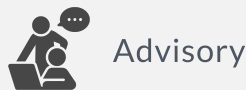and Business Technology Platform (BTP)

CHALLENGE

During the pandemic, the company's custom orders increased with surging online shopping. Fulfilling such orders took multiple days, involving many different resources, and orders piled up fast. This challenged the company's ability to meet expectations of and deliver on its mission to customers.
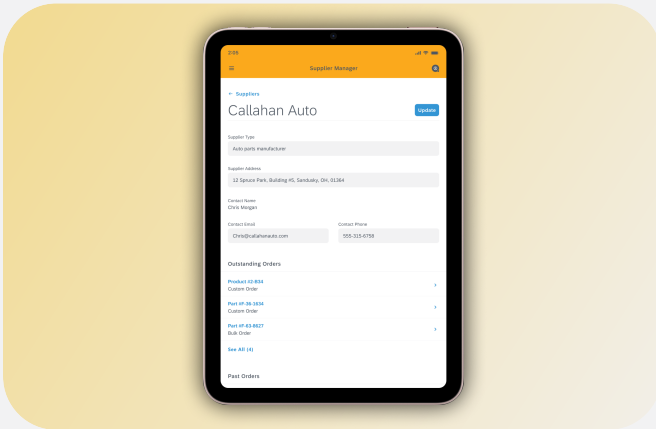
APPROACH

Bowdark partnered with the company and provided services to identify opportunities and explore solutions to improve custom order processing. In close collaboration with the company's IT, the team visioned and built a SAP technology and cloud-based solution for a more efficient custom order fulfillment process.

Partner services

SAP®   Cloud   Advisory

SOLUTION

A SAP Fiori-based Special Quote Request app that streamlines the custom order process from end-to-end. Also, the solution:

- Captures key details and starts requests.
- Uses SAP Business Workflow to route quote requests in real time based on multiple factors.
- Supports search of available suppliers, estimates, and onboarding new suppliers.
- Validates and generates quotes for SAP ECC.
- Generates material master data, sourcing records, and dynamic pricing condition and costing details.

OUTCOME

By collaborating with Bowdark, the company decreased custom order fulfillment time from 3+ days to 8 hours, improved the customer experience, and as a result, increased yearly revenue from custom orders by $1,000,000+.

Reduced monthly operating costs by an estimated $75,000.

Increased efficiency by automating order processing and routing.

Increased customer satisfaction with faster and transparent quotes.

Discover more at Bowdark.com