



bowdark

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)



