Helped a Pet Food manufacturer automate their order processing from physical and ecommerce channels

Our client, a renowned producer of high-quality, nutrient-rich pet food for cats and dogs, faced significant challenges in their order processing system. The company prides itself on using natural ingredients, free from fillers, artificial preservatives, steroids, antibiotics, and growth hormones, ensuring their products are as close to what nature intended for pets to eat. Operating globally with strategic offices and facilities in the United States, Singapore, Philippines, China, and New Zealand, the company needed a robust solution to streamline their order processing   and   reduce   manual   errors.

Company Overview

Our customer is the pet food brand based in the United States

Operating globally with strategic offices in the U.S., Singapore, Philippines, China.

The brand has gained loyal customers through its quality and transparency.

IT Environment

Uses SAP ERP for its customers data storage

Uses E-commerce platform like Shopify

CHALLENGES

Manual order processing involved labor-intensive, error-prone Excel uploads.

Global business required 24/7 staffing.

Night shifts increased error risk.

SOLUTIONS

Automating Shopify order data extraction.

Power Automate automated Excel data entry.

AI accuracy improved from 65% to 87%.

IMPACT

Automated workflow cut order processing time 12x.

Automation reduced errors and manual corrections.

Streamlined process enhanced operational efficiency, enabling focus.

Case Study | Order Processing Automation

STREAMLINING ORDER PROCESSING FOR PHYSICAL AND E-COMMERCE CHANNELS

The client operates a state-of-the-art manufacturing facility in New Zealand and uses SAP for their manufacturing systems. They receive orders through various channels, including their website, distributors, retail stores, ecommerce platforms like Shopify, and email. While orders from the retailer-distributor route are relatively straightforward to fulfill, other channels require dedicated personnel to manually process orders.

Customer has a distributed environment for operations, The IT setup for SAP is centralised, while they have a wide area network connecting all the locations where they have offices. A lot of the members operate from their homes and connect via VPN to the central ERP server

CHALLENGES

1. **Manual Order Processing:** Time-consuming and error-prone manual entry of orders into SAP.
2. **24/7 Operations:** Constant monitoring needed for timely shipments.
3. **Human Error:** Night shifts increased errors, causing delays.
4. **High Costs:** 24/7 staffing was costly and inefficient.

CHOOSING THE RIGHT SOLUTION AND MEETING THE DEADLINES

DCM Infotech leveraged Microsoft Power Platform and AI Builder to automate order processing at no extra cost.

1. **Order Extraction:** AI Builder extracted Shopify data.

2. **Data Automation:** Power Automate populated Excel for SAP.

3. **SAP Integration:** Automated Excel uploads streamlined workflows.

4. **Accuracy:** AI accuracy rose from 65% to 87%, with flagged data manually checked.

Implementation of BigFix

The implementation of BigFix involved several critical steps:
- Assessment and Planning
- Deployment
- Automation and Testing

THE BENEFITS

The implementation of BigFix yielded significant improvements:

- Reduced Patch Cycle Time: Achieved compliance within 30 days, ahead of upcoming patch releases.

- Enhanced Security: Updated systems with the latest patches, lowering vulnerability exposure and ensuring compliance with customer data handling guidelines.

- Operational Efficiency: Liberated IT resources to concentrate on critical tasks, boosting productivity.

- Scalability: BigFix enabled seamless management of an expanding IT infrastructure.

CONCLUSION

The case study demonstrates how intelligent automation transformed the client's order processing system using the Microsoft Power Platform and AI Builder. DCM Infotech tackled manual inefficiencies, boosting speed, accuracy, and achieving significant cost savings.

It highlights the importance of a strategic approach to automation, including thorough documentation, effective BOT architecture, and seamless integration, resulting in a solution that surpassed client expectations. As the client grows, this automation provides a flexible foundation for future enhancements, promoting operational excellence and business success.