

A background image showing a variety of colorful pills and capsules in shades of white, yellow, blue, pink, and orange, scattered on a light surface.

**Leading Pharmaceutical Chain
leverages Sage X3
Customization to automate its
Order Receiving Process**

The Company Overview

The client is an American pharmaceutical chain dealing in Omega 3 supplements. The pharmaceutical company's orders range from single-use home-based consumption to bulk supplies.

The pharmaceutical company retails the supplements from more than 30 stores with order volumes increasing at an exponential rate.

The day to day processes for the client involves checking for orders received through the website, verifying inventory from the ERP system, and then proceeding with order process until the payment cycle is completed.

These operations are time-consuming and labour-intensive. The verification of online orders from the website and checking of inventory stocks before order placement, delivery and payments schedules, add up to **20% of human efforts**, taking more time and resource utilization.

SageX3 is a robust mid-market ERP solution with a strong presence in the Manufacturing and Distribution channels.

Automating the non value adding Process

The client approached GerminIT for a holistic solution offering. GerminIT's SageX3 team identified this as a non-value adding process which caused cost escalations.

GerminIT's SageX3 consultants suggested leveraging technology to make existing processes more efficient. The client was suggested automating its order receiving process by integrating its website with the Sage X3 system.



At a Glance

COMPANY

American pharmaceutical chain dealing in Omega 3 supplements.

INDUSTRY & SECTOR

Pharmaceutical Industry

BUSINESS CASE

With order volumes increasing at an exponential rate, the client faced challenges checking for orders received through the website, verifying inventory from the ERP system, and then proceeding with order process until the payment cycle was completed.

The client felt the need for a customized system which created a line item automatically in the SageX3 system for each order.

Tailoring the Solution

As a part of the solution offered, the first phase of customization involved integrating the website with SageX3 system thus automating the order receiving process.

The customized system created a line item automatically in the SageX3 system for each order. Post the customisation solution was implemented, the operations team handled each order with real-time inventory verification and payment processes.

"GerminIT was clinical in executing the integration of our eCommerce system and Sage X3, thereby helping our ops team with non-value adding data entry from one system to another. The labor-intensive data entry work was a big obstacle for our scaling operations and we were spending 30% more time on this. With this integration, we are focused on expanding our markets and redeploying the staff to customer service and sales rather than back-office work.

- Director of Finance.

GerminIT offered website integration with Sage X3 system thus helping the client to-

- Focus more on production and inventory planning rather than spending time on manual order fulfilment.
- Analyze real-time data for orders, projections and pipelines thereby helping the client with accurate future decisions on budgets and revenues.
- Greater flexibility to introduce a reward system based on bulk orders and recurring customers which was implemented within X3. This helped customers to avail instant rewards which led to better customer relationship management.
- Improved customer relations which led to substantial growth in the sales numbers.

The ease of customization, integration with any 3rd party system and version upgrade make SageX3 a preferred ERP choice for many. Does your business have roadblocks in the process where a human has to manually complete certain aspects of the process?

Reach out to us at info@germinit.com for consultation.

SOLUTION OFFERED

Customization solution in the Purchasing process at the sales order level

KEY TAKEAWAYS

The successful implementation of Sage X3 has helped in streamlining the purchasing and distribution processes, simplifying the day-to-day operations

35%

Cost Reduction.

The manual re-conciliation of orders, inventory and sales data was automated pushing data to Sage X3.

GET IN TOUCH

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