HOW A PHARMACEUTICAL COMPANY AUTOMATED ITS ORDER RECEIVING PROCESS USING
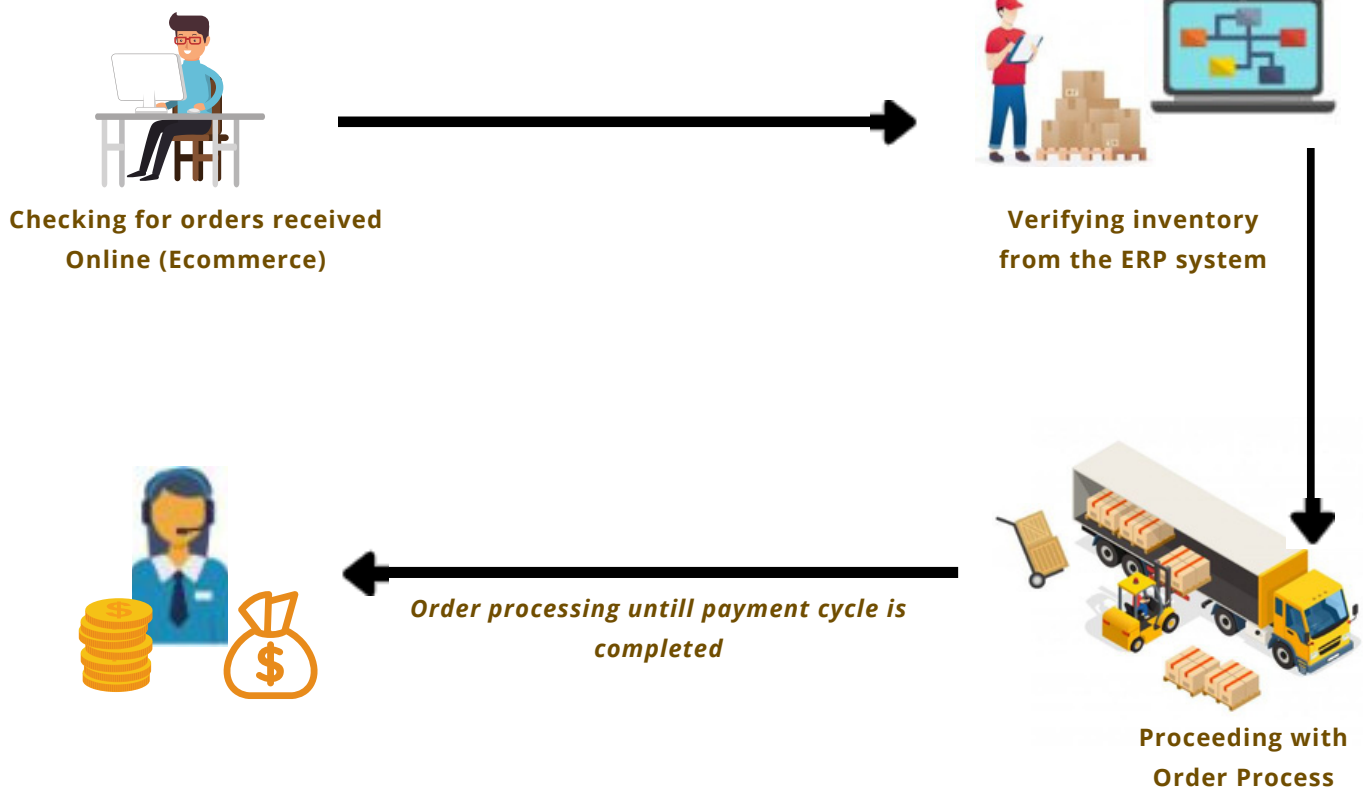
SAGE X3 CUSTOMISATION

COMPANY OVERVIEW

The client is a leading 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.

Standard Process

Checking for orders received Online (Ecommerce)

Verifying inventory from the ERP system

Order processing untill payment cycle is completed
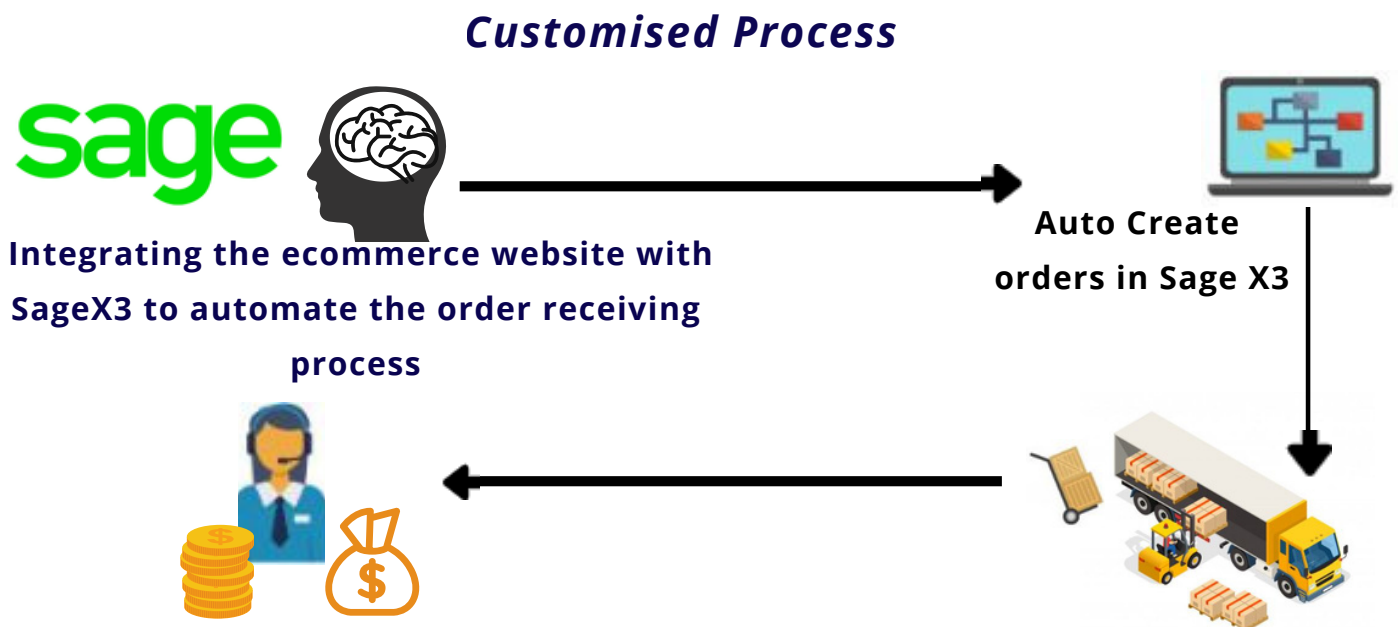
Proceeding with Order Process

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 **30% of human efforts, taking more time and resource utilization.**

AUTOMATING THE
NON-VALUE ADDING PROCESS

The client approached GerminIT for a holistic solution. GerminIT's SageX3 team identified order processing and inventory verification as a non-value adding process steps 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.

Customised Process

Integrating the ecommerce website with SageX3 to automate the order receiving process

Auto Create orders in Sage X3

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.

CUSTOMISING THE SOLUTION

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.
- **Analyse 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

GerminIT team was helpful in assessing the 'Non-Value Adding Process Steps in our value chain and bring in a simple yet effective solution for us.

We explored multiple solutions which were complex and incurring 3X cost, but GerminIT team's approach was to simplify the solution yet achieving desired results.
- Head of Operations

GERMINIT

Counting on
RESULTS & TAKEAWAYS

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

- **COMPANY-** American pharmaceutical chain dealing in Omega 3 supplements.

- **BUSINESS CASE-** The client faced challenges checking for orders received through the website, verifying inventory from the ERP system, and then proceeding with order process till the payment cycle was completed.

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

- **SOLUTION OFFERED-** Customization Solution in the Purchasing process at the Sales Order Level.

- **TAKEAWAYS-**

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

35%
Cost Reduction

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?

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

We at GerminIT's work on creating **high impact customisations** on **Sage X3**.

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