



# Using low-code to build an efficient order process for a large manufacturing company

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Casestudy

# TABLE OF CONTENTS

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1. Introduction	Page 3
2. The Problem	Page 4
3. Working with Workarounds	Page 5
4. A Real Fast And Solid Solution	Page 6
5. Results	Page 7

CONTENT

# The Case

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As an organization you are dependent on sales orders, and generating sales orders often creates more work than just selling. Placing and managing orders can however be a time-consuming process when done manually or without the right systems in place. This also often leads to administrative mistakes. This when 100% data accuracy is needed and is crucial also for your customer satisfaction.

We had such a case with a large manufacturer in the meat industry in Asia and Southern and Western Europe. They even tried a work around working with excel files and excel forms to fill out to try and get the system working. Read more on how we worked to getting a solid and fast solution in place and how this resulted in a reduction of FTE.



## The Problem

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To summarize, the main problem was information inaccuracy. The Information was spread over different sources, possibly outdated, double, missing or plain incorrect.

The number of pork items sold were sometimes interchangeable (substitutable). This means inventory checks are very flexible and may very well differ per person or per customer. Further, order entry into the ERP system was rather slow, this caused inventory availability to be outdated most of the time. Flexible inventory allocation and outdated inventory positions results in many (slow) corrections, leading to higher inaccuracy, and in turn to more corrections. This instigates a vicious cycle, and nobody knows if information in the ERP system is correct.

What happens in practice, is that inventory checks are skipped, and incoming sales orders are immediately forwarded to production. This results in further issues, because old inventory is not sold, and production (with long delivery times) is in constant ASAP mode, causing waste on so many levels.

# Workaround Process

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To solve these issues and circumvent the restraints of the ERP system, the manufacturer they started working with workarounds. By pre-ordering a sales order through an order form or e-mail. In this way, inventory can be checked extensively, before the sales order is entered into the ERP system. However, this poses new issues. Someone needs to translate every single order form or e-mail into a clear sales order, ready for entry into the ERP system. Order forms could be standardized to some extent, but information from the core systems, such as a client number, is still required and needs manual lookup. In addition, as pre-orders are outside of the core system, someone needs to keep track of pending ones to assure accurate inventory availability. While this is possible, it's not very efficient. As well as there is a lot of human interference more risks with mistakes and taking a lot of time thus money.



18.145,00	16.606,00	13.942,00
8.370,00	3.257,00	6.666,00
8.182,00	17.310,00	22.088,00
9.364,00	8.802,00	16.339,00
5.532,00	11.154,00	6.816,00
24.656,00	12.646,00	23.047,00
9.975,00	16.667,00	22.034,00
10.712,00	10.945,00	16.287,00
1.425,00	11.502,00	18.254,00
4.952,00	13.495,00	18.775,00
22.565,00	23.934,00	12.323,00
5.094,00	3.350,00	20.228,00
5.159,00	7.158,00	19.494,00
21.054,00	23.716,00	18.023,00
2.750,00	5.124,00	10.305,00
4.676,00	6.754,00	2.077,00
13.033,00	24.028,00	1.771,00

# A Real Fast And Solid Solution

A quick and fast fix to create a suitable solution for this problem was an order portal based on no-code technology. Eliminating costly and error-prone mistakes caused by human error and typical of other automation solutions.

Also as, opposed to Excel (forms), a low-code application can easily be connected to an ERP system. This tremendously decreases the need for manual time-consuming lookups. The sales team on the road fill in a pre-defined form with automated checks on their smartphone, making it very easy to place a complete and correct order. Some manual checks could still be required, and according to the built-in workflow these checks are run by the right people quickly and automatically. Once the order form is approved, data from the form can be automatically entered into the ERP system, circumventing the slow manual order entry process, and assuring correct inventory availability.

The screenshot displays a no-code application interface for creating order lines. On the left, a sidebar contains various configuration options such as 'Select', 'Options', 'Interactions', 'LABEL', 'VALUE', 'OPTION TYPE', 'HIDE', 'FIELD', 'ORDER BY', 'PROPERTY', 'VALUE PROPERTY', 'MESSAGE', and 'Validation options'. The main area features a form with an 'Ordernumber' field at the top. Below it is a table titled 'Order lines' with columns for 'Item Description (kg)', 'Quantity (kg)', and 'Price'. Each row in the table includes a dropdown menu for 'Item description', a text input for 'Quantity (kg) \*', a text input for 'Price \*', and a 'kg available' indicator with a red bar. At the bottom of the table, there are summary fields for 'Quantity (kg)' and 'Price' with calculated values like '€ {{ quantity\_sum }}' and '€ {{ price\_sum }}'. Below the table is an 'Add comment' section with a text input field.

Examples shown in the print screens show the secure, 24/7 self-service website featuring a modern digital interface, easy-to-use navigation, and support capabilities. From placing and managing orders to tracking shipment progress, downloading reports and accessing order-related documents, this order portal was built in a week.

Number	Description	Pk	Price per kilo	Kilo available
00001	IBERICO CRIOLLO SAUSAGE	102d0bb	€ 21.90	1320
00002	Bacon	6ce7cc96	€ 10.95	1498
00003	Ham	15847072	€ 12.45	2300
00004	USA GRAIN-FED RIB EYE STEAK.	f616e2e3	€ 59.85	700
00005	IBERICO SPARERIBS.	3a2f4cb7	€ 14.93	20

For vendors, backoffice employees and supply chain planners to focus on their actual jobs: selling, supporting and increasing efficiency.

Businesses just like yours could use a fizador. built order portal to safeguard key business objectives: maximize revenue opportunities, create cost savings, and ensure business resiliency. Request a demo with one of our analysts.

**fi.or. Sales Order Management**    HOME    MY PROFILE    + NEW ORDER    ORDER OVERVIEW    LOG OUT

### Create New Order

Customer: **Billy's Butchery**

Requested Ship Date: **08/03/2021**

Order number: **#250413**

Item Description (kg)	Quantity (kg)	Price	Kilo available
IBERICO CRIOLLO SAUSA...	120	€ 2628.00	1320
USA GRAIN-FED RIB EYE S...	80	€ 4788.00	700
IBERICO SPARERIBS.	50	€ 746.88	20
	250	€ 8162.88	

Add comment

**CANCEL**    **CREATE ORDER**

# Results

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As mentioned earlier this order portal was built in a week. Leading to a reduction of 1 FTE on order entry, 60% reduction of process cycle time and 3 working days in time saved for the outside sales team.

Businesses just like yours could use a fizar. built order portal to safeguard key business objectives: maximize revenue opportunities, create cost savings, and ensure business resiliency.

Request a demo with one of our analysts too deep dive into what this can mean for you. Don't hesitate to reach out and email : [hi@fizar.io](mailto:hi@fizar.io) or fill in our contact form on [fizar.io/contact](https://fizar.io/contact)