

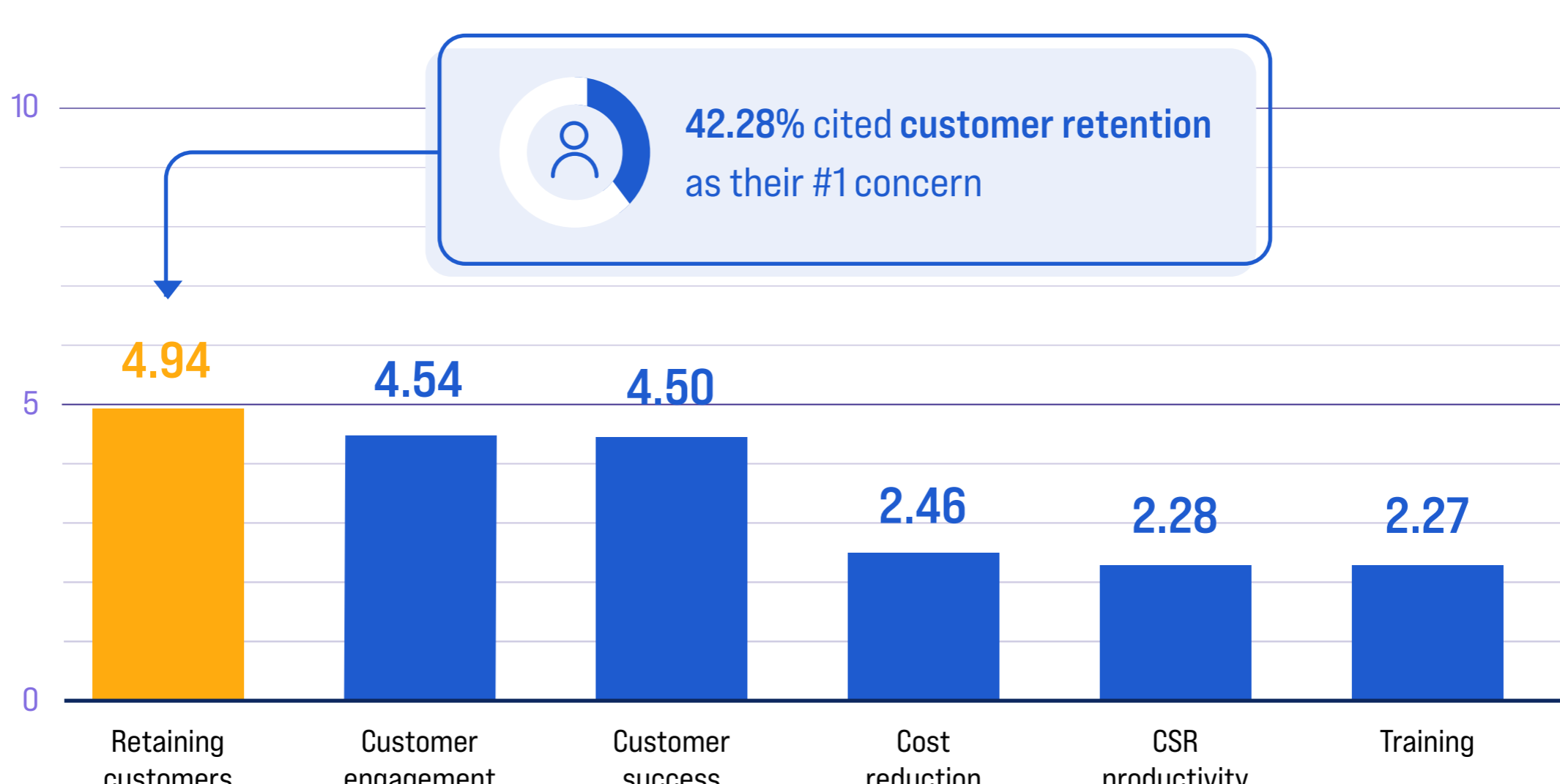
# Distribution Industry Insight: Transforming Customer Service with Document Automation



In a recent survey conducted by Conexiom, distribution industry leaders shared their insights on the power of document automation — and its transformative impact on the customer experience.

## Customer Service: What Matters Most?

When survey respondents ranked the top priorities for their customer service teams,



## Conexiom clients are harnessing the power of sales order automation to focus on customer retention:



Electric Supply unlocked over **6,000 hours/year**, re-investing valuable time in customer relationship development

“Frankly, our staff loves Conexiom. Spending less time behind the computer and more time in front of customers is the smartest move we ever made.”

—Mick Gianette, System Operations Manager, Standard Electric



## The Key to Competitive Customer Service

Survey respondents agreed that 71% of customer service activities need to be **proactive** rather than reactive, in order to remain competitive.

## With Conexiom, teams across the distribution industry are cutting down processing time to provide a seamless end-to-end customer experience:



Standard Electric implemented Touchless Automation, accelerating order processing speeds by **88%** with **100% accuracy**

“The process is seamless to the customer; they appreciate that their orders go through completely and accurately. Conexiom is extremely efficient and helps us compete in a highly competitive marketplace.”

—Ed Kondrat, Controller, Canyon Pipe & Supply

## Strategy = Success: Building a Plan for Document Automation

A majority of survey respondents intend to automate their manual processes, but the path forward is unclear:



## However, the results of effective automation speak for themselves:



Canyon Pipe & Supply increased processing rates from **6,000 order lines/month** to **70,000 order lines/month** with Conexiom Sales Order Automation



For distribution industry leaders who want to spend less time on document management and more time on high-value, customer-centric service activities, the answer is clear.



Conexiom can help you leverage the true potential of your customer service team.

[Learn More](#)

