

Field Fastener Achieves Substantial Time Savings, Improves Profitability with The Conexiom Platform

Overview

Industry:	Distribution
Market Sector:	Industrial Wholesale
Segment:	Mid-Market
Solution Used:	Sales Order Automation
ERP:	Epicor P21

Field Fastener is a full-service engineering partner and global fastener distributor based out of Illinois. With 900+ customers located in more than 20 countries, they stock an impressive portfolio of more than 120,000 SKUs.

Automation Outcomes

-  Process complex, multi-line orders in minutes with 100% accuracy
-  Improve job satisfaction rates among employees
-  Save 400 hours of manual data entry for just one customer
-  Re-focus CSRs toward revenue-generating tasks, such as data analysis

Challenge

Field Fastener earned a reputation for reducing customers' operating costs by creating efficiencies and increasing profitability. With annual revenues exceeding \$60 million and 19% YoY growth since 1990, Field Fastener looked to streamline and modernize their order processing with something that would complement their existing ERP system.

Field Fastener enlisted Conexiom to automate their ordering process and achieve these objectives:

REDUCE ERRORS FROM MANUAL ENTRY

For just their largest customer, Field Fastener processed 11,000+ orders with 12,000+ line items each year. Compounded with thousands of other orders, this output level strained the resources available to manually key in each order. It also significantly increased the opportunity for human error.

GAIN SUBSTANTIAL TIME SAVINGS

Allowing customers to order from Field Fastener in various ways, such as email, phone, or fax, created the challenge of dual entry. Different order types led to customer service representatives (CSRs) manually entering purchase orders as sales orders in the Epicor P21 ERP system.

In fact, one customer with an extremely high volume of orders asked Field to use their online portal to download, confirm, and place orders, which meant that one person had to spend 3 hours a day manually re-keying. As this customer was growing at 20%, it could have quickly become a full-time job.



Solution

Field Fastener initially launched The Conexiom Platform with one division of their largest, most high-volume customer.

But why Conexiom? What sold the SaaS technology to Field Fastener was the promise of touchless automation with 100% data accuracy.

Conexiom accurately captures and transforms computer-generated purchase orders received via email, fax, and print into electronic sales orders. Mapping these customer orders directly to an ERP system solved the problem of manual entry and order accuracy.

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“Delivering unparalleled business value, Conexiom has paid for itself many times over. It’s one of the best projects we implemented.”

DAVE GUSTAFSON
DESKTOP SUPPORT AT FIELD FASTENER



Business Outcomes

After implementing Conexiom, Field Fastener immediately saw the following results:

- ▶ **Complex, multi-line orders processed in minutes with 100% accuracy**
- ▶ **Level of job satisfaction skyrocketed among employees**
- ▶ **Savings of 400 hours for just one customer (annually)**
- ▶ **CSRs can focus on revenue-generating tasks, such as data analysis**

“One of the great benefits of using Conexiom is that it doesn’t rely on optical character recognition (OCR) to grab order information,” relayed Olson. “This gave us the confidence to be sure our customers would see a decrease in order errors. Today, we have a 99.96% correct shipping rate.”

“The ROI makes Conexiom one of the strongest offerings available,” shared Gustafson. “Delivering unparalleled business value, the system has paid for itself many times over. It’s one of the best projects we implemented.”

Since introducing Conexiom into its business, the Fastener team continues to enroll more customers into the solution. “Conexiom is incredibly simple; it just works really well,” shared Olson.





Make your company easy to do business with.

Build enduring, frictionless relationships with customers and suppliers without requiring them to change their processes.

About Conexiom

Conexiom's cloud-based automation platform eliminates manual entry and approvals in the order-fulfillment process by transforming complex data into 100% accurate, touchless transactions, delivered seamlessly into the ERP. Manufacturers and distributors across the globe, such as Grainger, Genpak, Prysmian, Rexnord, USESI, and Compugen, trust Conexiom to improve efficiency, speed and accuracy, increase profitability, and elevate the customer experience, while eliminating unnecessary costs from manual approaches.

Conexiom is based in Vancouver, British Columbia, and has offices in Kitchener, Ontario; London, England; and Chicago, Illinois.

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CUSTOMER STORY: FIELD FASTENER

★★★★★
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