

Standard Electric Accelerates Order Processing Speeds by 88% with 100% Accuracy

Overview

Industry:	Distribution
Market Sector:	Electrical Wholesale
Segment:	Mid-Market
Solution Used:	Sales Order Automation

Since 1952, Standard Electric has been serving America's electrical needs. Over the years, they have grown to include nine locations with more than 120 employees.

As one of the Northeast's largest electrical suppliers, they offer solutions for light, conduit, wire, power distribution, data communications, automation and controls, energy savings applications, and electrical supplies.

Automation Outcomes

-  Transition from manual order processing to touchless transactions
-  Achieve 100% data accuracy
-  Accelerate order processing speeds by 88%
-  Reallocate staff to improve customer experience

Challenge

Ensuring the right products are always available for contractors, engineers, facilities managers, and homeowners means stocking more than 15,000 products. To ensure their distribution center runs smoothly between inventory management, purchasing, and warehousing, Standard Electric invested in a robust ERP system.

However, Standard Electric discovered substantial inefficiencies with their order-processing workflow:

- ▶ **Long delays in order-processing times caused by manual entry**

Standard Electric devoted vast amounts of time to manually processing customer orders. Because orders came through various channels in unique formats, staff worked around the clock to ensure that each order was manually—and meticulously—inserted into the ERP system as a sales order.

- ▶ **Inability to scale through low- and high-volume order cycles**

Like many distributors, Standard Electric experiences fluctuating customer demands. The team worked tirelessly to predict demand and properly align staff levels, but finding, hiring, and training a steady stream of new talent was labor-intensive and costly.



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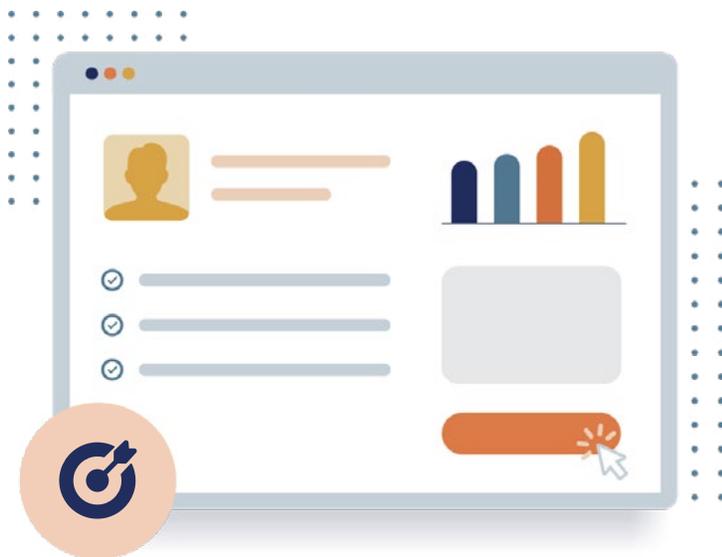
When we looked into the workow, we realized the amount of time we were spending on re-keying orders was much too high.”

MICK GIANETTI
SYSTEMS OPERATIONS MANAGER

Solution

Aware of the inefficiencies that needed quick resolution, Standard Electric enlisted Conexiom to help streamline and modernize their business.

Standard Electric decided to add customers into The Conexiom Platform by starting with the customers who frequently submitted large orders that required a substantial amount of time to manually enter. The configuration and setup process was extremely easy to navigate, and the company instantly discovered the benefits of touchless transactions.



100% Data Accuracy

Conexiom is the only vendor that delivers complex data transformation and touchless document processing with 100% data accuracy. Conexiom is a fully automated, purpose-built solution that solves the shortcomings of RPA, OCR, and workflow technologies.



Complex Data Transformation

Conexiom automates the transformation of millions of electric documents, regardless of format, complexity, or repeatability.



100% Data Accuracy

Orders and invoices are transcribed with 100% data accuracy, eliminating costly errors.



Touchless Document Processing

Custom process mapping and advanced AI algorithms eliminate manual processing, process inefficiencies and processing errors.

Business Outcomes

With Conexiom, Standard Electric has reaped several benefits:

- ▶ **Touchless automation to eliminate manual processing**
- ▶ **100% data accuracy**
- ▶ **Order processing speeds accelerated by 88%**
- ▶ **Staff focused on providing a stellar customer experience**

One of the biggest advantages is that the speed of order processing has dramatically accelerated. By eliminating the need to re-enter each customer order line by line, Standard Electric is experiencing the fastest turnaround times they've ever seen.

Eliminating manual data entry has also enabled a shift in priorities. First, it's reduced the number of hours staff dedicated to processing high-volume customer orders and gave them the opportunity to spend more time building relationships with customers.

Second, Standard Electric has improved their order accuracy rate from 97% to 100%. "In distribution, any margin of error can cause you to lose a customer. So, it's a big win for the company to know we're getting customer orders right," said Gianetti.

Standard Electric is impressed by the ROI achieved with Conexiom and is excited to enroll additional customers.

"In a sea of technology boasting big promises, Conexiom is a solution that delivers real results," expressed Gianetti. "I highly recommend Conexiom because the entire team is 100% committed to helping customers succeed by being easy to implement and optimize."



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“It used to take the team up to 40 minutes to return a quote to a customer depending on the order complexity and size. With Conexiom, the same order takes less than 5 minutes!”

MICK GIANETTI
SYSTEMS OPERATIONS MANAGER



Maximize Efficiency and Results with The Conexiom Platform

Eliminate the manual processing of business-critical commercial documents with 100% data accurate, touchless transactions to exceed business outcomes and deliver a superior customer experience.

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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