

Swagelok Northern California Eliminates 40+ Hours of Manual Entry per Week

Overview

Industry:	Manufacturing
Market Sector:	Fluid Power Systems Wholesale
Segment:	Enterprise
Solution Used:	Sales Order Automation

Since 1947, Swagelok Company has designed and manufactured high-quality fluid system products. Today, Swagelok is a \$2 billion company with 5,400 associates, 20 manufacturing facilities, 6 global technical centers, and a network of 225 sales and service centers in 70 countries.

Swagelok Northern California serves as the sales and service center serving 58 counties of northern California and northwestern Nevada.

Automation Outcomes

-  Process orders in minutes rather than hours with 100% accuracy
-  Eliminate unavoidable human error tied to manual entry
-  Reallocate hours spent on manual order entry to serving customers
-  Improve job satisfaction and team spirit

Challenge

In a never-ending endeavor to improve customer service, Swagelok Northern California turned to Conexiom to further streamline their order entry process through The Conexiom Platform.

“An average order can be 5 or 6 pages long, and often longer,” explains Alex Kaczor, Customer Service Manager at Swagelok Northern California. “Because we have a standard to maintain, throughout our manual entry process, we double-check each line against what is entered into our ERP system. The attention to detail required to ensure we never miss a single line item was time-consuming, so we thought about bringing on an additional hire.”

Because of the complexity involved in incoming orders, Swagelok Northern California considered hiring more staff to manage the volume of orders.



Solution

Swagelok found Conexiom through a Google search. The primary objective was to verify if sales order automation could save time with the company's highest volume customers.

“When we first met with Conexiom, 100% accuracy sounded too good to be true. Conexiom did a great job explaining how our team would engage with the solution and how 100% data accuracy is achievable,” explains Corey Gould, Product Manager of Services at Swagelok. “We were excited to try something that was completely unprecedented in our company's history.”

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Business Outcomes

After implementing Conexiom, Swagelok Northern California achieved the following results:

- ▶ **Complex, multi-page orders processed in minutes with 100% accuracy**
- ▶ **Level of job satisfaction skyrocketed among employees**
- ▶ **Immediate ROI after quick implementation of sales order automation**

After transitioning the company's highest volume customers into Conexiom, Swagelok's CSR team immediately experienced the benefits of automation.

"Being able to automate large purchase orders has allowed the CSR team to focus their attention on serving customers even better," praised Kaczor. "Tasks that once took upwards of an hour are now performed in minutes."

"Our CSR team multi-tasks less and focuses more. As a result, team spirit is high, our error rate is zero, and our customers are happier," explains Alex Kaczor, Customer Service Manager, Swagelok Northern California. "Team members can consult with one another and build their knowledge base without the distraction of manual data entry."

Swagelok Northern California is excited about the potential of Conexiom's other solutions, such as AP invoice automation.

In the meantime, the team is getting more customers set up for automation. "Our goal is to get as many customers as we can into Conexiom. This will allow us to maintain our company's vision to be our customer's favorite story," summarized Kaczor.



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“We are impressed with the response time of Conexiom's Customer Success team. Our customer success specialist has been phenomenal in training us to becoming self-sufficient experts on the solution and getting our first batch of customers up and running.”

COREY GOULD



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.

Learn More

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CUSTOMER STORY: SWAGELOK



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