

Business Process Management Solutions



Challenge

Solution

A soft drinks distribution company includes glass fronted display fridges for its 11,000+ shops and sales partners as part of its service provision. There were a couple of fridge sizes available, single door for smaller partners and double door for larger partners.

However when replacing damaged or faulty fridges the company sales representatives frequently ordered a large fridge as a "favour" to the shop. The shop-keeper of course preferred this as they were able to store other products not provided by the company in the additional space. The cost differential between the two fridges was substantial.

An XMPro solution streamlined the process and guided the sales reps through the request and provision of a fridge via a web based form. The process included an automatic assessment of the sales partner's previous product turnover with the company. Based on the sales history the appropriate sized fridge was shipped to the shop rather than having the model be requested by the account manager.

The company reduced costs significantly by linking its fridge provision service to its product sales figures for each partner and removing the opportunity for a sales representative to manipulate the fridge allocation process.

A brewery had a number of separate operating divisions in three diverse locations developing a wide range of alcoholic and non-alcoholic beverages. The existing ERP system adequately controlled and managed the transactional operations for each division.

However the generation of corporate and divisional key performance indicators (KPI) was slow and laborious resulting in the information frequently being too late to assist in problem identification and resolution.

An XMPro solution collated the necessary material and resource planning information within a set of company devised "best practice" business processes. A KPI dashboard presented a range of corporate and divisional business metrics around the administrative areas of distribution, inter-depot transactions and fleet and fuel management.

The increased levels of visibility, monitoring and control identified an assortment of business process improvements which resulted in substantial savings in cost for the brewery.

An electrical and electronic engineering company identified a number of stock management and service delivery problems in its operation.

Incoming sales orders were not being processed in a timely manner, stock on hand quantities were not being adequately managed and offsite service work orders were being processed and allocated too slowly.

An XMPro solution picked up the process at the sales order point and systemised the creation of product and service work orders. The separately required elements of each type of work order were managed in conjunction with the standard processing steps and the particular area of quotation management were targeted and honed.

Operational and cost benefits included improved stock level management, decreased product development turnaround and vastly improved client service delivery.

A luxury goods importer and distributor was experiencing visibility, quality and time lag problems in it's after sales service for the sales channel.

Warranty issues and product repairs were taking too long and the quality of internal repair work was not acceptable.

An XMPro solution helped the company gain visibility and control of the process and workflow of all after sales service issues.

The decision making around replace/repair for warranty problems was significantly improved and sped up resulting in better parts sourcing and stock replenishment. The systemisation of the business processes enabled a range of critical KPIs to be "watched". The focussed attention of a number of QA steps resulted in significant improvements to the repair service delivery.

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<p>An international bank with the associated demands of employee security and authentication control needed to ensure that when an employee ceased to work for the company then all methods of physical and electronic access to the company's assets and information were terminated immediately. This required concurrent credentials cancellation across multiple human and electronic systems some of which had to complete before the individual left the premises.</p>	<p>An XMPro solution was devised that initiated, tracked and reported on all cancellation steps required within the associated acceptable time frames.</p> <p>The system was enhanced at design stage to ensure the consistent allocation of authority credentials across the company when new employees joined the workforce.</p>
<p>A fast moving consumable goods importer was experiencing unacceptable levels of stock expiry and associated write off due to inefficient controls around shipping container demurrage at their dockside storage facility.</p> <p>Containers were being stored and accessed in a way that allowed goods to sit un-processed for extended periods of time resulting in product spoilage.</p>	<p>An XMPro solution was implemented that defined and controlled the receiving and despatch processes within the dock facility. The system instructed the warehouse foreman on how best to select and despatch containers to the processing centre based on container age, contents and product sales demand.</p> <p>The company experienced a massive reduction in spoilage and write offs almost instantaneously.</p>
<p>For an insurance company the claims system paid out in time but the company was not able to keep up with and accurately match recovered stolen vehicles from the daily police bulletins. Another potential problem existed with vehicle identity theft and substitution as the physical photographs were not matched to the recovered vehicle reports.</p>	<p>An XMPro solution was able to review all claims and electronically match to the police bulletins on a daily basis. The web based process decreased manual tasks, linked photos and actions with claims and removed 'blind' spots from the recovery process.</p> <p>Additional benefits addressing cost and fraud control were achieved downstream from the claims division in the damage repair and sales processes.</p>
<p>An international e-procurement marketplace has as its customers some of the world's top mining companies. The hub was challenged to electronically connect over 10,000 supplier companies' systems to the buying hub. It was estimated that to successfully integrate all the suppliers, using traditional approaches, would require many man years of effort.</p>	<p>An XMPro solution using XML integration along with the EAI (Enterprise Application Integration) components was able to reduce the integration effort from years to months.</p> <p>An additional benefit was the incorporation of approval controls prior to transaction creation that dramatically reduced the number of client queries.</p>
<p>A national dairy company was experiencing delays with new product certification causing shipment stoppages. Often the goods were on the trucks however the logistics system would not release the shipment because the approval process was inefficient.</p>	<p>An XMPro solution formalised the product certification steps, triggered a number of independent activities concurrently and managed the escalation and exception handling in the process resulting in a large decrease in the time lag of product approvals and a significant reduction in product spoilage and late deliveries.</p>