



## Global Cleaning Supplies Manufacturer

Hits 93% Automation



Levels of Automation  
achieved



of staff released and over 10,000  
hours saved



Increase in Automation  
in 12 months

### BUSINESS PROBLEM

OmPrompt was approached by a global cleaning suppliers company to help increase their existing levels of automation in their business, support new lean business objectives, and improve process efficiencies. After speaking with a long standing OmPrompt Customer, who already dominates the personal care market, the Director started to understand the strategic role that OmPrompt has within a global organisation.

The company sought a solution that could help them deal with the diverse languages, enable them to centralise customer fulfilment within the UK Shared Service Centre, drive process efficiencies and help them to maintain the same level of activities and order processing whilst reducing resources.

“ At the start of our journey our UK Shared Service Centre was at about 75% automation, now, with the help of OmPrompt, we are at 93% automation ”

DIRECTOR OF CUSTOMER FULFILMENT

“ I would recommend getting OmPrompt to come in and do an audit of your different departments to see where they can save you money, errors, time and possibly even people – if that’s what you’re looking to do. ”

DIRECTOR OF CUSTOMER FULFILMENT

## RESULTS



**93% level of Automation achieved across EMEA**



**New roles created organically**, by reinvesting transactional hours into business support



**Increased service delivery** by reducing order entry errors



**10% of staff released**



**All customer fulfilment tasks centralised within SCC**



**18% increase in Automation in 12 months**



“ If I could start the process with OmPrompt again, I would bring them in on a strategic level. There have been a few other projects that have been given to other vendors purely because we didn’t get OmPrompt in there quick enough. ”

DIRECTOR OF CUSTOMER FULFILMENT

OmPrompt makes Supply Chains Sentient with our AI-driven platform.

We deliver end-to-end connectivity, control, and performance for more profitable order processing, fulfillment and settlement. Our automation solution leverages technologies– from EDI, OCR, and RPA to natural language processing, machine learning, and cognitive computing – to work with your current people and systems (including ERP). Now you can automate with impact: improving OTIF, customer satisfaction and cash flow, all at lower cost.

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