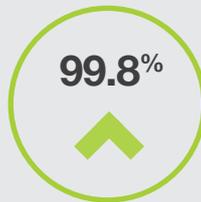OmPrompt
Powering Sentient Supply Chains

World-Renowned Beverage Producer:
Achieves Order-to-Cash Process Automation

80%
Order Automation to Date

99.8%
Order Accuracy Increased to 99.8%

15 months
ROI within 15 months

BUSINESS PROBLEM

Our client is a global brewing and beverage company that produces premium lagers and beers.

In order to match the expectation associated with their premium brands, they needed to ensure that their customer interface and the way they deliver goods to their customers was at a premium level too. They were looking for a way to support their 'perfect order' endeavour when they came across OmPrompt. "Our objective was to get a zero-touch order through automation, so we can deliver timely and accurate order taking, which would then deliver increased customer satisfaction", stated their UK Supply Chain Director. "There's more demand from our customers", adds their UK Supply Chain Service Manager, "they expect more from us than they used to. We need to spend more time answering their queries and delivering added-value." To meet this demand, "We wanted to be paperless, to change the way we had worked from the beginning – and automation seemed like a logical next step."

> Because the team doesn't have to spend as much time placing the orders themselves, they can review the orders. Now they can focus on engaging with customers.
>
> **SUPPLY CHAIN DIRECTOR**

RESULTS

Order accuracy increased to 99.8%

80% Order Automation to date

Increased Customer Satisfaction

Improved OTIF scores

Freed customer contact resources who can now spend their time visiting and talking to customers

ROI in 15 months

We run quite a complex business but OmPrompt took the time to understand what the team were going through with each order and took that knowledge, and put it into logical business rule

UK SUPPLY CHAIN SERVICE MANAGER

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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