

Case example: Sales Order Fulfillment System

Customer profile

Nature of business: Hardware Servicing
Provides hardware maintenance, repairing and servicing of personal computers, peripherals and servers for retailers and companies.

◆ Background and problems

Daily business operation involves collecting and updating of customers' sales request and orders. There was a lack of human resource in handling the growing number of sales orders manually.

The collected sales orders have to be sorted by their respective faults and problems. This was done manually by the administrative staffs.

Servicing department has to update and acknowledge to the sales department constantly on the customer's equipment status.

Reports were sometime not accurate due to duplicated or revised records of sales orders. Human errors were created during the manual handling of customers orders. Resource and time were used to rectify the human errors.

◆ Challenge

- 1 Automate the sales order process using online system.
- 2 Easy categorizing and scheduling of equipment repair and servicing.
- 3 Eliminate errors in sales order revision and generate accurate report.

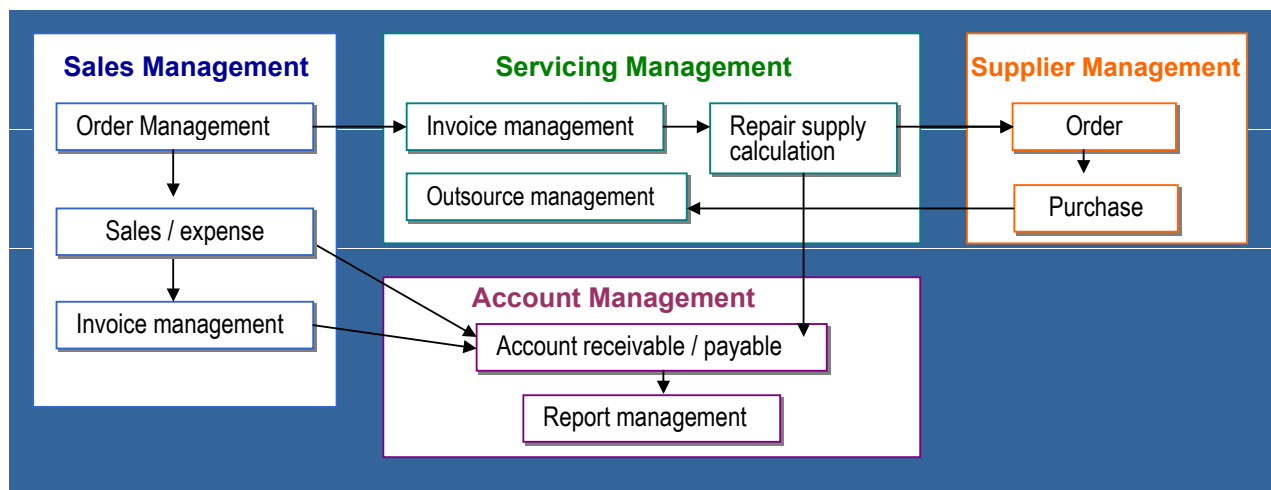
◆ Reason to the decision

- 1 Reasonable price
- 2 Flexible customization

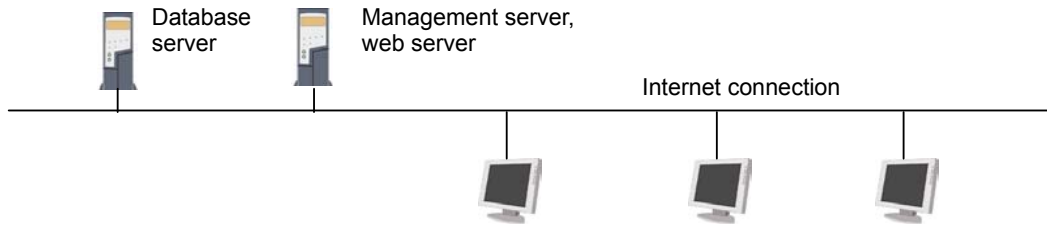
Improvement after implementing the system

- Point 1 Improvement of efficiency at min. 300%
- Point 2 Automate most of the human work
- Point 3 It became easier to control labor cost

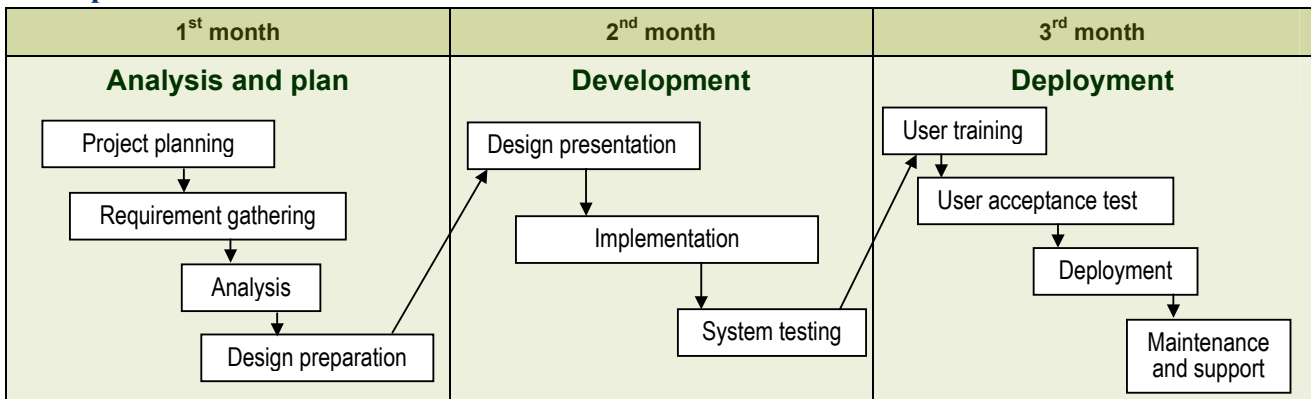
◆ Module Diagram



◆ **Structure of the system**



◆ **Implementation schedule**



Estimated budget ranges from S\$7,000

Considerations about Management System for your company

Regardless of how advanced technology may be, if it does not fit your organization needs, you will not be able to take full advantage of it.

If you are not sure that you can handle irregular tasks when all the operations are automated.

If you are not sure if a management software can improve your daily tasks.

After using any standard off-the-shelf software, if you have similar impressions as below:

- 1) there are too many unnecessary functions and I found it troublesome to use
- 2) our business has unusual (special) processes and standard off-the-shelf software cannot support.
- 3) I feel unnecessary operations (handling) are required to complete a task.

Contact our consultant. Every company has different operation flows and managing processes. After hearing and understanding the current situation and objectives from clients, we evaluate and analyze the management software and the network. We will provide suggestion for cost-effective and flexible software, which can adapt best to the changes.