

SUCCESS STORY

Window manufacturer optimizes operations and provides superior customer service.



OL® Connect eliminates paper-based processes and enables real-time visibility of orders and productivity.

INDUSTRY
Manufacturing

COMPANY
Window Manufacturer
United States

This company has been in business over 25 years, manufacturing custom-crafted interior windows and treatments that are completely made in the United States.

Challenges

This business struggled with manual and labor-intensive paper-based processes which adversely impacted both production and customer service. The company aimed at enhancing paper-based documentation used during the building, picking, and packing of window products to increase order-status visibility and to improve dispute resolution response times.

- Paper form orders were separated from the product being built on the manufacturing floor, resulting in significant delays
- Responding to and reporting on customer queries for delayed orders required staff to physically track down paper-based orders on the manufacturing floor

Solution

OL Connect dramatically streamlines workflows and helps eliminate manual intervention, error-prone tasks, and paper-based processes to manage and track orders.

- Applies barcoded labels to products being manufactured and scanned with handheld devices at each station
- Tracks and reports product progression during manufacturing through a web dashboard
- Prints packing slips following product completion
- Instantaneously archives all related documentation in the Document Management System (DMS)

Results

- Expanded current visibility of shop floor productivity
- Enhanced operations and removed most of the paper from the manufacturing process
- Eliminated errors associated with order paperwork getting misplaced or lost
- Increased efficiency and expedited order fulfillment with the availability real-time order status
- Improved customer service and accelerated dispute resolution response times.

Document types

- Orders
- Product information
- Traveler documents

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Objectif Lune

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Upland Objectif Lune helps companies automate their business communications with our digital transformation solutions. We create, manage, distribute and automate transactional and promotional documents while solving the challenge of integrating systems.

