SUCCESS STORY

Tile manufacturer advances operations with automation and digital forms.

Capture OnTheGo® powered by OL® Connect, eliminates paper and enables workers to easily collect essential data in the field.

INDUSTRY
Manufacturing

COMPANY
Stone and Tile Manufacturer
United States and Canada

For more than 70 years, the business has been a large manufacturer and distributor of natural stone and ceramic tile. The company sells its products through hundreds of stores in the United States and Canada.

Challenges

The tile manufacturer faced several challenges with complex, paper-based processes for managing daily business transactions in over 300 stores. To streamline its work practices and enhance visibility, the company sought a digital platform solution.

- High storage costs and bottlenecks to transport and store large volumes of paper documents off site for audit and proof-of-delivery purposes

- Delayed orders due to time-consuming reconciliation of the stores' daily operations

- Manual intervention and error-prone and paper-based processes

- Ineffective searching through every document for compliance audits

Solution

The company implemented OL Connect and Capture OnTheGo in their wholesale stores for all customer-facing transactions. More than 1,000 employees use the solution to perform deliveries and product signoffs.

- Creates mobile interactive forms available to drivers who can accurately capture a wide range of information in the field

- Each proof of delivery is automatically sent back to the system in real time to trigger additional processes such as invoicing or document archiving

- Digital archive copies are retrieved as needed from the Document Management System

- Allows digital reconciliation capabilities

Results

- Removed paper for transactions and delivery processes to streamline and accelerate workflows and cut storage overhead

- Documents are processed digitally, each taking less than two seconds, allowing 50,000 to be completed daily

- Eliminated errors associated with order paperwork getting misplaced or lost

- Freed up store resources, enabling employees to improve customer service

- Simplified document search and retrieval for audit requirements

Document types

- Sales slips
- Bills of lading
- Reconciliation reports

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