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.

- 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 paper-based processes

- Ineffective searching through every document for compliance audits

The company sought a digital platform solution to streamline its daily processes and enhance visibility

Solution

The company implemented OL Connect and Capture OnTheGo in 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

- More than 50,000 documents are digitally processed daily, each taking less than two seconds

- 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

upland
Objectif Lune

For more information visit: uplandsoftware.com/objectiflune

Upland Objectif Lune helps companies automate business communications processes with its digital transformation solutions. With OL Connect technology, customers can create, manage, distribute, and automate transactional and promotional documents while keeping their existing business systems.

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