KYOCERA

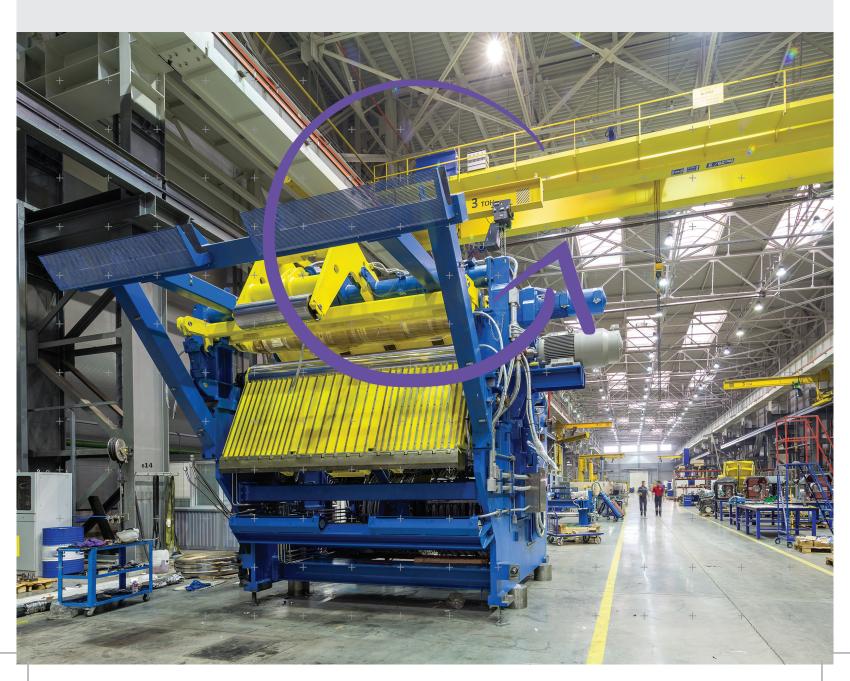# Case study:
FMCG Manufacturing

A leading FMCG organisation streamlines their pricing claims process with Enterprise Content Management (ECM).

Customer statement

"The ECM solution enabled us to eliminate spreadsheets and busy work that had become a pain point in the business. Kyocera's team helped get the most from the existing ECM implementation and to use it to transform the pricing claims process.

- FMCG Organisation

Introduction

Our customer, a leading FMCG organisation, required a Document Management and Workflow solution, to automate and streamline key business processes. In conjunction with this, they were looking for an upgrade to the existing printing / scanning environment and for a way to enable employee efficiency. This required implementing an advanced Enterprise Content Management Solution and conducting a Business Process analysis to further increase business process and employee efficiencies.

The leading FMCG organisation aimed to leverage off our Document Management and Workflow solution to automate and streamline key business processes across multiple organisational functions, and to eliminate tedious manual paper processes, duplication of effort and time delays as far as possible.

Challenge

An established FMCG organisation based in South Africa was running a time-consuming, manual process to manage pricing claims. Employees needed to capture the details of each claim on a spreadsheet, retrieve and print the proof of delivery slip, and then compile claims into batches of 20, before sending them to the accounts receivable manager to review. Documents went missing at times, employees were frustrated by the tedium and the loss of time, and there were often long delays between a transaction and the settlement of the claim.

Solution

Since this leading FMCG organisation was already using Enterprise Content Management (ECM) software on processes including scanning, storing and managing proofs of delivery, Kyocera proposed leveraging this existing solution to streamline pricing claim approvals. This would enable them to address its challenges through a solution that could be implemented rapidly and at a relatively low cost. The Kyocera team followed the systems development lifecycle phases: planning, analysis, design, implementation, testing and support.

The ECM software provides the FMCG organisation with powerful features to capture, track documents and to streamline its pricing claims workflow. Kyocera, together with the customer, worked to implement the solution over six months, beginning with putting pricing claims in for larger clients onto the system first.

Business Benefits

- The solution makes it simple for users to upload a new pricing claim with minimal need to input data and without needing to manually retrieve the proof of delivery.
- Increased productivity through optimised workflows and reduced downtimes. With the ECM solution, the processing time for 200 claims was reduced from about four days of work to just half a day for one major client.
- The leading FMCG organisation has better visibility into its pricing claim processes.
- Documents no longer go missing.
- There is less margin for human error to creep in as a result of manual data capture.
- The knock-on effect of this process enabled quicker invoicing.
- All documents are now stored in a centralised repository/location.
- Strict access rights to the central repository reduced vulnerability of this crucial information.
- All documents also have a full audit trail, which tracks any changes made to any document and who made the changes.
- Minimisation of costs by using less paper and storage space, as well as time saved.
- Employees are able to access all processes and tasks assigned to them using their internet capable mobile device, which has improved employee productivity and is fostering a mobile workforce.
- The FMCG company is able to maximise the productivity of its team, without needing to allocate more people resources to work on a process that is not strategic or value-adding for the business.

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