



INDUSTRY: **MANUFACTURING**

Automating Sales Order Drafting

Introduction

An unblemished track record as India's highest performer, the client is one of the largest manufacturers and exporters of high-quality welding consumables, protective coatings, aerosol sprays, and stainless-steel wires. They are one of the pioneers not only in the Indian market but also in the global industry.

The Challenge

To automate Sales Order drafting into MS Dynamics AX. The purpose was to create a new booking entry for each customer record request. It was a daily process that had about 500-1,500 cases per month.

Manual AHT per order - 13 to 15 minutes

Solution

Judge India deployed bots to open Outlook application and read the email containing Sales order booking. It contained either an Excel file as an attachment or the body had tabular data. The bots would Launch the MS Dynamics AX application and login into it.

They then opened the sales order creation screen, read the data from the excel file or body about customer name, order date, location, warehouse location, etc. They would then read the line item one by one and search into the MS Dynamics and create the sales order and update the team via mail.

Outcomes

- **1.5 minutes** Bot AHT per order
- **85%** FTE Time saving at minimum
- **100%** error-free data handling
- Data accuracy and faster processing
- No manual intervention required
- Real-time Analytics and Business Intelligence
- Elastic and Agile Scalability to handle changing work volumes

Applications Automated

- Microsoft Excel
- Outlook
- MS Dynamics AX application

Processes Automated

- Data Extraction
- MS Dynamics Navigation
- Data Retrieval
- Sales Order Booking
- Email Notification

About - The Judge Group

The Judge Group is an international professional services firm with deep expertise in consulting, learning, staffing & search, and offshore solutions. We operate across the United States, Canada, and India from over 30 locations and proudly serve over 50 of the Fortune 100 companies across all verticals including financial services, healthcare & life sciences, insurance, technology, government, manufacturing, and telecom/utilities.

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