A leading FMCG organisation streamlines with Enterprise Content Management (ECM)

Customer statement

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

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 the 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 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 leading 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.

About Kyocera Document Solutions South Africa

Headquartered in Midrand, Kyocera Document Solutions South Africa is a country level subsidiary of Kyocera Document Solutions Inc. and is responsible for the sales and marketing of Kyocera printers and document solutions throughout southern Africa.

Kyocera Document Solutions South Africa is renowned for its tailor-made document solutions that provide a perfect blend of premium products, software solutions and professional services that increase an organisation's workflow efficiency, enhance employee productivity, minimise environmental impact and significantly reduce operating costs.

The company offers world-class monochrome and colour printers, multifunctional products, parts and supplies, as well as software solutions.

A key differentiator for the Kyocera brand is the primary focus on overall value as opposed to only considering the initial acquisition price. Its solutions portfolio and Managed Document Services division help customers to reduce costs and environmental impact, at the same time as improving the efficiency and reliability of common business processes.

Kyocera Document Solutions Inc. is a wholly owned subsidiary of Kyocera Corporation, which is a leading manufacturer of high-tech ceramics, electronic components, solar cells and electronic office equipment.

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