

A Leading Manufacturing Company Leverages Customized Salesforce® Solution to Improve Partner Operations Efficiency by 40%



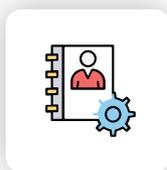
The Client Profile

The client is one of the renowned manufacturers and exporters of construction linked measurement instruments in India. They are known for their quality products, strong production base, and impressive marketing network. They are committed to modernizing their business processes and meeting the evolving needs of their customers.

The Need for Automation and Improved Dealer Order Management System

The client was looking for a transparent process to maximize efficiencies and automate dealer order management aspects of the business. Before partnering with Damco, the client relied heavily on manual processes to enter data such as order details, invoices, and inventory. The complete process was time-consuming, overwhelming for their employees, and prone to manual errors. The client realized the need for an automated platform that could easily manage dealer and product information; reduce work duplication; connect process silos; and take some burden off their employees by reducing manual interventions.

The client was also looking for a web portal and a mobile app that integrate seamlessly with their CRM as well as ERP system to efficiently handle all the dealer requirements. They wanted to automate and enhance the complete dealer management process to - reduce the turnaround time for deliveries; provide an option for easy placement and tracking of the orders; enable hassle-free access to all the reports and past orders - all through a user-friendly web portal and a mobile app.



Manual management of orders



Inefficient dealer order management process



No automated order tracking and delayed delivery times



Lack of automation leading to human errors and work duplication



No mobile app or web portal in place for self-service

The Solution

Customized Dealer Order Management System in Salesforce®

Damco's team understood the challenges and worked closely with the client to comprehend their requirements. After careful consideration, the team implemented a customized dealer order management system, built on the Salesforce® platform. It helped the client gather all information related to products, dealers, inventory, and deliveries at a centralized location. It automated the complete data entry process of submitting orders and invoices; resulting in reduced turnaround time for the distribution and reconciliation process.

The automation of previously complex manual processes helped them eliminate errors and increase operational efficiency by over 40%.

Damco's team also integrated with BUSY, their existing accounting software, with the new platform for easy authentication and authorization of various external dealers.

Mobile App & Web Portal Implementation

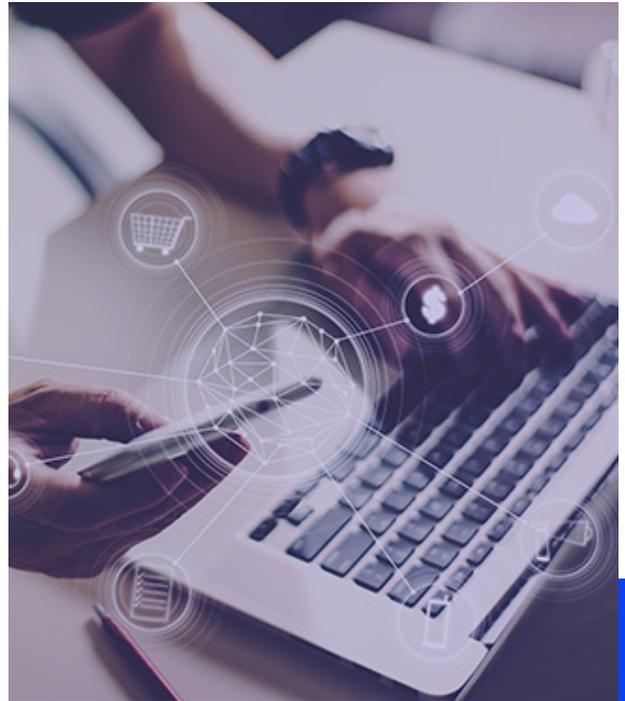
Damco's team introduced a web portal and a mobile app to ensure timely updates on the go. The team created a customized portal for the client with an interactive UI to help users easily place orders and track the status of their product deliveries. Now dealers could find invoices online along with various analytics and reports to check the previous interactions as well as overall business with the client.

The team also introduced a custom and hybrid mobile app integrated with core Salesforce backend through APIs which also speaks seamlessly with the web portal, enabling users to place orders, get all the status, reports, and updates right in their hands.

Value Delivered – A Modern Dealer Order Management Platform with Mobile and Portal Access

After implementing this customized solution, the client could realize the following changes:

- ▶ Improved operational efficiency with reduced manual efforts and a centralized platform for data
- ▶ Enhanced and automated dealer order management process
- ▶ Reduced turnaround time for deliveries along with hassle-free placement and tracking of orders
- ▶ New user-friendly mobile app and portal for easy access to information anytime instead of dependency on emails and personal calls.
- ▶ Easy development of future modular components supported by the layered architecture



Watch Our Offering for Dealer Portal and App in Action

[Book a Free Demo](#)

About Damco

Damco Solutions is a strategic Salesforce partner and holds consulting and technology expertise across the Salesforce ecosystem. Damco helps businesses boost productivity and realize the true potential of their Salesforce platform to maximize their investments. Contact Damco to learn more about the services and solutions that can help transform and build a customer-centric digital-first organization.

Contact us for more information on Damco's Salesforce Services.

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