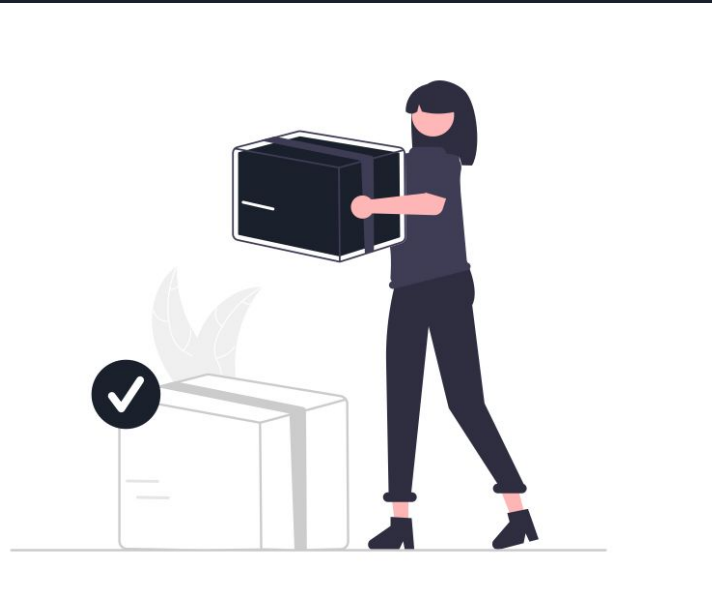




Streamlining Inventory Management and Order Fulfillment for Global Retail Operations



Auto Inventory Solution



Customer

Global Retailer with Operations in North America and Europe



Business Domain

Retail



Solution

Auto Inventory Solution



Tech stack

Appian BPM, Maria DB

Business Challenge/Need

A global retailer with a significant online presence struggled to efficiently manage inventory, order fulfillment, and customer service across multiple regions. The company faced issues such as delayed shipments, stock discrepancies, and fragmented systems, which led to operational inefficiencies and a negative customer experience. As their online business grew, these challenges became more difficult to manage, impacting overall scalability and performance.

- **Manual Order Fulfillment:** The retailer relied on manual systems for order processing and inventory tracking, resulting in delayed shipments and errors in stock levels.
- **Fragmented Systems:** Disparate systems for inventory management, order processing, and customer service led to inefficiencies and lack of visibility into the entire supply chain.
- **Scalability Issues:** As the company expanded its online presence, their existing processes were unable to handle the increasing volume of orders and customer inquiries.
- **Lack of Real-Time Visibility:** The company lacked real-time insights into inventory levels, leading to stockouts, overstocking, and poor decision-making.

Auto Inventory Solution



Customer

Global Retailer with Operations in North America and Europe



Business Domain

Retail



Solution

Auto Inventory Solution



Tech stack

Appian BPM, Maria DB

Solution

Appian implemented an integrated solution to streamline the retailer's order fulfillment process, inventory management, and customer service operations:

- **Order Automation:** Appian automated order fulfillment workflows, reducing manual intervention and ensuring faster processing times.
- **Integrated Inventory Management:** The platform integrated with the retailer's existing inventory systems to provide real-time tracking and prevent stockouts.
- **Customer Service Integration:** Appian's platform connected customer service teams with order management systems, enabling real-time updates and improving customer satisfaction.
- **Real-Time Data Insights:** The platform provided real-time analytics and reporting, allowing the retailer to make data-driven decisions for better demand forecasting and inventory management.
- **Seamless Order Tracking:** Integrated tracking systems allowed customers to receive updates on their orders, improving transparency and reducing customer inquiries.

Auto Inventory Solution



Customer

Global Retailer with Operations in North America and Europe



Business Domain

Retail



Solution

Auto Inventory Solution



Tech stack

Appian BPM, Maria DB

Why Customer Choose the solution?

Appian was chosen for its seamless integration capabilities with the retailer's existing systems, ensuring a smooth transition without disrupting ongoing operations. Its low-code platform enabled quick customization to meet the retailer's unique needs while allowing for scalability to handle growing demand and expansion. This flexibility ensured that as the retailer's order volume and customer base grew, the platform could scale effortlessly, supporting operational efficiency and improving the overall customer experience.

- **End-to-End Automation:** The platform automated the entire order management process, from order receipt to fulfillment and customer notification.
- **Scalability:** Appian's low-code platform could easily scale to accommodate increased order volumes as the retailer expanded its online business.
- **Operational Efficiency:** Appian helped reduce manual work and errors, leading to faster order fulfillment and improved customer satisfaction.
- **Real-Time Inventory Updates:** Integrated with the retailer's inventory systems, the platform ensured real-time stock level monitoring, preventing stockouts and overstocking.
- **Enhanced Customer Service Integration:** Customer service teams had immediate access to order and shipment data, allowing them to provide accurate and timely support, improving overall customer experience.

Auto Inventory Solution



Customer

Global Retailer with Operations in North America and Europe



Business Domain

Retail



Solution

Auto Inventory Solution



Tech stack

Appian BPM, Maria DB

Business Impact & ROI

The implementation of Appian's solution resulted in significant operational improvements and a strong ROI for the retailer. Automation streamlined the order fulfillment process, reducing manual errors and processing time, leading to faster shipments and higher customer satisfaction. The integration of inventory management and customer service systems improved real-time visibility, minimizing stockouts and enhancing customer service efficiency. Overall, the retailer experienced increased order throughput, reduced operational costs, and improved scalability to support future growth.

- **Reduced Fulfillment Time:** Order processing time was reduced by 35%, improving customer delivery times.
- **Increased Inventory Accuracy:** Real-time inventory tracking improved accuracy, reducing stockouts by 20%.
- **Cost Savings:** Automation reduced labor costs related to order processing by 30%.
- **Enhanced Customer Satisfaction:** Faster order fulfillment and real-time updates boosted customer satisfaction by 25%.
- **Scalability:** The system was easily scalable to handle a 40% increase in order volume during peak sales periods without additional resources.