SUPPLY COMPANY REDUCES ORDER ENTRY TIME
BY 90%
with ADEX Tool

ACBM Solutions

OVERVIEW ▶

Carolina Biological Supply Company is a premier provider of resources and products that support success for educators and students. The company has an established reputation for superior quality in products and customer service, making it easy to access hands-on curriculum resources that meet the latest assessment standards. In addition to serving traditional science classrooms, Carolina Biological has a substantial client base of online universities serving distance learners all over the U.S.

▶ CHALLENGE

As students sign up for classes through online college programs, they need to receive instructions and kits from Carolina Biological to carry out their coursework. Educators routinely send these orders in Excel, with orders totaling between 800-1500 kits at a time that need to ship to individual recipients within two days of order placement.

Manually keying or copy/pasting each order into JDE was extraordinarily time consuming. It took eight customer service representatives a total of 20 hours to enter a batch of 500 orders, representing a significant labor cost. CSRs tasked with data entry were also unavailable to handle call center traffic, leading to a backlog during times of heavy volume.

SOLUTION ▶

Carolina Biological's team chose the ADEX tool from ACBM as a cost-effective way to resolve this challenge using an out-of-the box solution rather than building their own custom application. Software deployment on end user computers took a few seconds and required no IT infrastructure or resources.

Now, any end user at Carolina Biological can hit upload and populate orders directly into JDE from Excel. A single CSR can now accomplish in two hours what used to take twenty. This is just the beginning. Carolina Biological has many additional uses planned to automate repetitive business processes and capture even more cost savings.

KEY BENEFITS ▶

- Provides a 90% decrease in time spent uploading transactional data to JDE
- Works within the familiar Excel environment
- Enables the company to maintain rapid shipping times without heroic efforts
- Assists in keeping call center fully staffed and call wait times low
- Helps leverage the full potential of the Orchestrator platform already provided by JDE to all users
- Eliminates the need to build a custom application that could break during an upgrade
- Empowers end users to be self-sufficient and create what they need without IT assistance

TESTIMONIAL ▶

"ADEX is the easiest way to feed data to your orchestration based on a format that everybody understands. And it does not require the developer to be involved at all. I have customer service reps pushing orders into JDE, and they are 100% responsible for that."

Gerald Brendle, Director of Innovation and Strategic Projects

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