CASE STUDY

RESOLVING PRODUCT PRICING ERRORS FOR LEADING BEER DISTRIBUTOR

A full-service beverage distribution company serving multiple states encountered a product pricing challenge within Encompass, leading to incorrect invoice generation.

Needing external expertise to quickly address bandwidth and backlog concerns, the company engaged AIS for their experience in resolving back-office inefficiencies with software platforms.

THE APPROACH

AIS's strategy was twofold, aimed at immediately mitigating the catalog pricing reset issue while developing a sustainable long-term solution.

Initially, AIS deployed a team of 5 Full-Time Equivalents (FTEs) to manually address and correct more than 1,700 pricing errors daily.

This swift action prevented further inaccuracies in invoicing and maintained the integrity of customer transactions.

Simultaneously, AIS conducted a detailed analysis of the existing process to determine if robotic process automation (RPA) could be developed to streamline product price correction and prevent recurring issues.

A bot was customized to sit on top of the Encompass application, ensuring a seamless transition to automated operations without disrupting the business workflow.

FACTS & FIGURES

1,700
PRICING ERRORS
CORRECTED DAILY

5
FULL-TIME
EQUIVALENTS (FTEs)
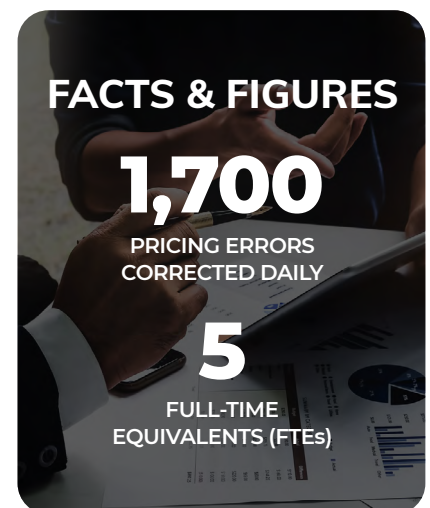
THE OUTCOME

The manual intervention by AIS's team effectively stopped incorrect invoices from being generated, safeguarding the distributor's financial interests and customer trust.

Implementing the bot marked a significant advancement in operational efficiency, eliminating future pricing inaccuracies and freeing up staff to focus on more strategic tasks. This shift not only improved productivity but also enhanced overall operational reliability.

The collaboration with AIS also produced comprehensive process documentation, offering insights into potential improvements and highlighting opportunities for optimization with third-party application vendors.

The distributor particularly valued AIS's 'train the trainer' approach, which simplified the knowledge transfer process and minimized the need for extensive training sessions.

The success with product price fix led to additional discussions in other areas of the distributor's back office, including potential managed service and automation support in Accounts Payable, Accounts Receivable, and Liquor Licensing.