

Case Study

Inventory Management Application Streamlines Multiple Workflows



Results

Northern Lights' custom inventory application revolutionized how the client tracks inventories, issues invoices and communicates with customers.

Challenge

A manufacturer with two facilities in different states was struggling to manage inventory levels. Inventory management employees were using an arduous, error-prone process that involved the manual compilation of Excel spreadsheets on a daily basis. These spreadsheets were then uploaded to an obsolete Access 97 database that customer service reps used to support their respective customers. All new products and product re-orders required manual entry into the spreadsheets, resulting in frequent billing errors and customer disappointments.

Solution

Northern Lights analyzed the existing process and reimagined that functionality in a modern web-based environment.

- The new application was stored in a central database server, providing access to both the inventory and customer service teams.
- Countless manual tasks were automated, eliminating nearly all manual posting errors.
- The new application triggered automated email communications to customers, delivering greater efficiency and reliability.
- The client gained access to detailed reports and metrics, enabling more effective decision-making.
- Everything was designed for future scalability to accommodate additional manufacturing facilities.

DATA ACCURACY

Manual billing calculations have been automated, ensuring accurate pricing on each customer invoice.

DATA COLLECTION

Daily data collection went from two hours of manual work to an automated process that occurs hourly.

COST SAVINGS

The client saved more than \$86,000 of employee time over the course of the project.