

# ROBOTS ENSURE FASTER AND FLAWLESS ORDER PROCESSES



I am simply crazy about this robot solution. It digitalizes our order process, reduces the number of key errors, and in the end it releases resources that we can use to optimize our customer service instead.

Lena Melander, Project Manager, Customer Service Nordic, Nilfisk A/S



## Challenges

- Desire to automate the entry of sales orders into the business system. Order entry is the process that requires most key entries: Who is the customer, what did the customer buy, and where should the products be delivered?
- Desire to reduce manual processes and increase quality in order handling



## Solutions

- it.capture<sup>ADD</sup> from NTT DATA Business Solutions: A software robot that digitalizes and automates the order process. The customer sends the order in PDF format and a process robot ensures correct order entry
- it.capture<sup>ADD</sup> is built on (1) rules - ensuring standardized processes, and (2) artificial intelligence - enabling the robot to gain knowledge and validate the documents
- it.capture<sup>ADD</sup> supports the customer's own order layout



## Benefits

- Possibility of 100 % automated scanning, recognition and registration of sales orders in the ERP system without human interaction. The solution can be adapted to any company's need to control and monitor the documents
- Efficient and standardized handling of sales orders
- Higher quality through minimization of manual entry errors in the process. The robot validates all information about the customer, prices and products against the system and external sources
- Release of resources connected to order management, which is now used for customer service optimization instead



## Why NTT DATA Business Solutions?

- NTT DATA Business Solutions currently develops and supports Nilfisk's SAP<sup>®</sup> solutions and is recognized as a trustworthy and competent partner in the organization
- Mutual learning through this pilot project, where Nilfisk has been a pilot customer and participated in the development phase



**Company:** Nilfisk A/S

**Industry:** Manufacturing

**Products:** Cleaning solutions to professionals and private

**Number of employees:** 5.500 globally

**Location:** Headquarter in Denmark, sales organizations in 45 countries and distribution in another 70 countries

**Website:** [www.nilfisk.com](http://www.nilfisk.com)

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**Hundreds of order lines are handled only in minutes**



### Digitalization of Manual Processes

The Danish group Nilfisk is busy digitalizing both products and processes. The company, who launched its first iconic Nilfisk model for Danish consumers in 1906, is today among the world's leading manufacturers of vacuum cleaners and cleaning equipment.

Nilfisk's IT strategy from 2017 focuses among other things on strengthening the overall IT integration and increasing digitalization across the company's products and processes. The sales order process requires the most manual key entries and was thereby obvious to digitalize. A sales order can come in different formats, from a Word file to raw text in an email, and consist of hundreds of order lines with different products to be delivered to different addresses.

Converting these orders into one file format, enter the order into the system and validate all the information could take a couple of days of work. Therefore, the goal was to ensure a simple, standardized and first and foremost automated process for sales order scanning, validation and registration in the ERP system. The process increases the efficiency and compliance at Nilfisk.

### First-mover with the Order Robot

It was through Nilfisk's close collaborations with NTT DATA Business Solutions that the company got acquainted with it.capture<sup>ADD</sup> - a software robot developed to handle all types of business documents. "it.capture<sup>ADD</sup> was being developed to also handle sales orders, and thus are we the first company in the world using it.capture<sup>ADD</sup> for sales orders. So far, we have implemented it.capture<sup>ADD</sup> in Denmark, Norway, Sweden and Finland, and approximately 20 % of our overall incoming orders in the Nordic countries are received through it.capture<sup>ADD</sup>. This number increases each month," says Marcus Faber Kappendrup, Business Systems Consultant, Group IT, Nilfisk A/S.

"Consequently, we are very excited about the solution. More precisely, we send an incoming order to a specific email address, after which the automatic process starts. After the automatic entry of the order in SAP, we still always check it manually. This does not change the fact that with big and complex orders, it.capture<sup>ADD</sup> saves us many hours daily, and with small orders we save many minutes daily. Most importantly, we can now use the time saved from manual order entries to provide our customers even better service," says Lena Melander.

**Being able to automate one fifth of our Nordic sales orders in it.capture<sup>ADD</sup> gives us great time savings and improves the quality significantly.**

Lena Melander, Project Manager, Customer Service Nordic, Nilfisk A/S

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