



Flexilube

Digital workflow helps lubricant manufacturer enhance customer service

Digitising paper-based processes improves business efficiency

A quality company

Flexilube, based in Johannesburg, South Africa, is a leading independent manufacturer of industrial and automotive lubricants. The company, which holds ISO 9001:2008; 14001:2004 and BS OHSAS 18001:2007 accreditation, manufactures and distributes specially formulated lubricants, metalworking fluids, greases and process oils.

The company's commitment to quality extends from product development and manufacturing, to sales and distribution. In its continuing quest for quality, Flexilube recently digitised its sales order process. The new digital workflow has streamlined administration and is delivering real customer advantage.

Digital automation

Prior to digitisation, Flexilube's sales order process was largely paper based. Inbound orders triggered a chain of manual processes. Having validated order details, a raft of interrelated documents, including sales and manufacturing orders, delivery notes and invoices would be raised and passed from desk to desk for processing.

Paper-based documents would sometimes go astray, causing delays and compromising cash collection. Recognising that a digital workflow would raise quality standards, Flexilube asked Ricoh to re-engineer its sales order process. Ricoh implemented a digital workflow that drives everything from order validation, to delivery and invoicing.



>65%

reduction in administrative workload

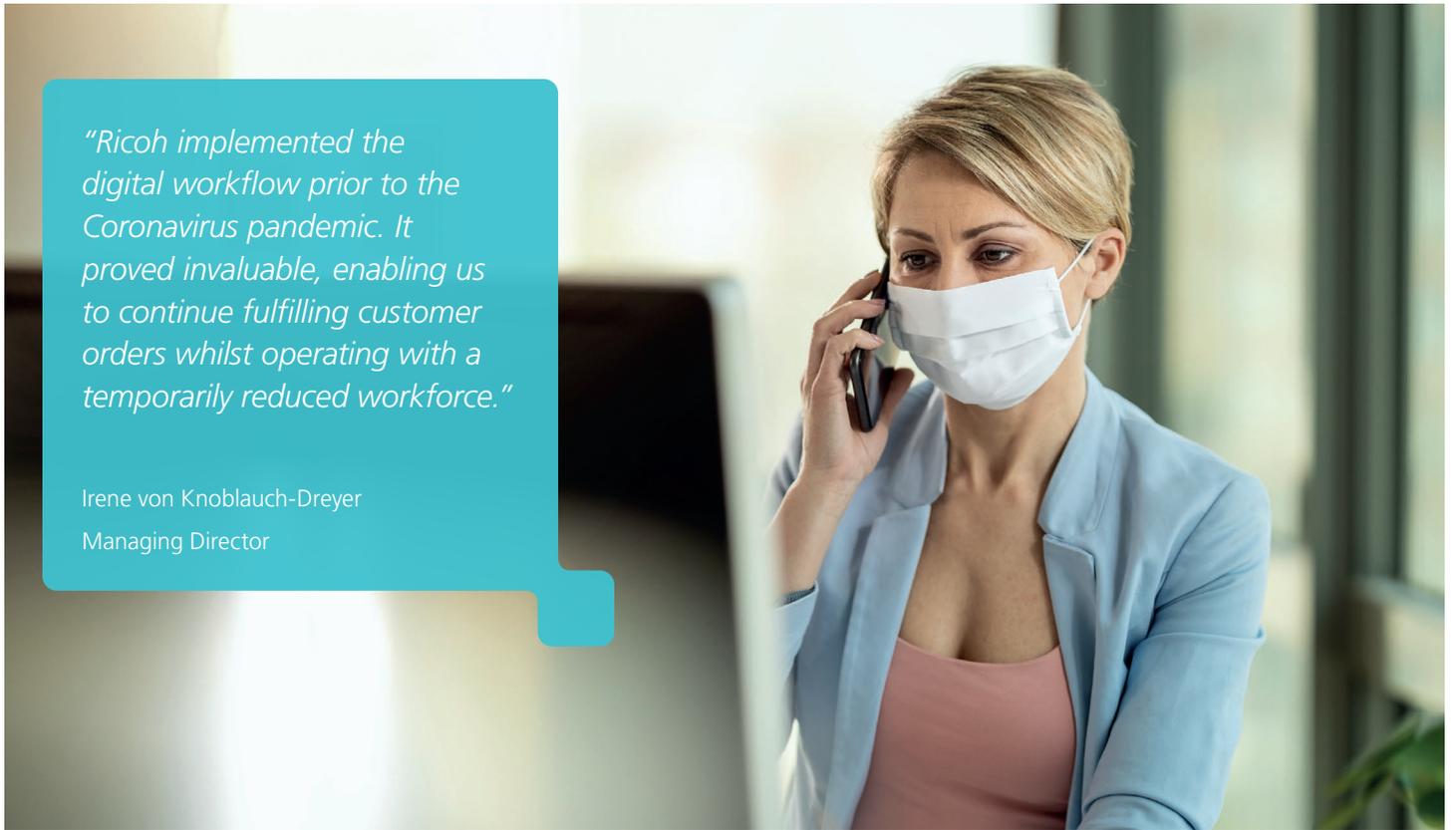
"We continually enhance our products and manufacturing methods, but our administrative processes were less efficient. Ricoh helped us to drive change, implementing innovative digital workflows that are allowing us to push sales instead of paperwork."

Irene von Knoblauch-Dreyer
Managing Director

RICOH
imagine. change.

“Ricoh implemented the digital workflow prior to the Coronavirus pandemic. It proved invaluable, enabling us to continue fulfilling customer orders whilst operating with a temporarily reduced workforce.”

Irene von Knoblauch-Dreyer
Managing Director



Connected workflows

DocuWare automates and provides control over Flexilube's entire sales order process. Documents are automatically linked using intelligent metadata, and centrally archived. Providing a single point of reference for any order enquiry, DocuWare ensures that all related documents are easily located and the status of any order is quickly understood.

OL Connect provides a digital workflow. Smart electronic quotations are now generated on demand. Critical information, such as a customer's credit terms, pricing and stock availability, is pre-validated, reducing administration. Confirmed orders are automatically matched and pushed electronically to Flexilube's warehouse for picking, packing and despatch.

Empowering business

A TomTom connector, unique to Ricoh, is used to check vehicle readiness and create optimised delivery schedules. OL Capture On The Go connects the field-based activities, providing an automated mobile workflow. Tablet-based forms are now used for proof of delivery and, when signed, generate electronic invoices from the back-office workflow.

The new sales order system provides an automated end-to-end workflow. Digitisation has streamlined order processing, saving time and reducing the administrative workload by more than 65%. Orders are now fulfilled more quickly, improving customer satisfaction. And, with every order digitally documented, Flexilube has full visibility of its entire order pipeline.