

Infinx Case Study

Streamlining Order Processing Operations for Major Supplier of Foodservice Products

Our client is one of the largest distributors of products for foodservice industries in the U.S., ranking among market leaders over the past 20 years. They approached Infinx seeking guidance toward resolving persistent issues affecting their order processing system.

CLIENT CHALLENGE

Success and growth in this highly competitive market hinges upon strong 24x7 customer support and rapid, error-free turnarounds for all customers - ideally within 15 minutes per order. The client's internal metrics revealed the accuracy of their existing in-house customer service team had plateaued below 95 percent - considered unacceptable. Operational scalability was also an issue, with performance failing to keep pace during peak order periods.

ISOLATING THE PAIN POINTS

Infinx specialists consulted with client's management team to identify operational bottlenecks throughout their end-to-end order fulfillment workflow, suggesting specific improvements via business process automation. We then developed and deployed a comprehensive improvement plan:

- ✓ Process enhancements were documented within a revised operations manual, reviewed and approved by management
- ✓ Designed and implemented a new formal training program for customer service personnel, combining group instruction with on-floor assistance where needed
- ✓ Facilitated weekly follow-up meetings with client's customer service teams, inviting group feedback while proactively addressing questions and concerns
- ✓ To provide added scalability during peak business periods, we augmented the client's existing in-house team with supplemental assistance from our own document management services (DMS) specialists, available as required

PROOF IN THE NUMBERS

After successfully consulting with Infinx for automation and training improvements, the client noted multiple quantified upticks in their order processing operations:



Data processing accuracy boosted to above 99 percent



Rush orders processed in under 15 minutes



Customer support operational costs reduced by 30 percent

LONG SUCCESSFUL RELATIONSHIP

Our partnership with this client has been sustained over the past eight years, as we've continued to refine other areas of their operations, as well as offer reliable supplemental support where needed to maintain an optimal level of customer satisfaction.

“We really want to express how delighted we are with your team for all the work they do. They are always willing to help us whenever we need them and are very kind and pleasant to deal with. I don't know what we would do without them. They are key to the success of our team.”

Can Infinx solve your company's nagging order processing issues?

Find out more by contacting us at sales@infinxinc.com.

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