



## Background

QVS Global specialises in producing exceptional personal care products within the health and beauty category with focus on providing retailers and consumers with distinctive ranges of cosmetic, nail, bath and travel accessories.

A recent 2017 partnership with global giant Zwilling Beauty Group has rapidly expanded our customer and trading community by 300%, this quickly put strains on our order processing staff and capacity.

## The Challenge

Whilst we were already using Transalis OpenEDI Platform for our EDI enabled customers our new customers that didn't support EDI or Digital trading were a real concern due to the time involved in processing their orders manually.

Each 'non- digital' customer had their own ordering preferences with most using PDFs sent in via email but some using Excel or even typing orders in the body of an email. We needed to find a relatively quick fix to an ever-increasing bottleneck of processing incoming order data to satisfy the expectations our new and demanding customers.

After highlighting our new challenges to Transalis in conversations regarding on boarding new EDI customers they were quick to highlight their DataCapture Managed Service to us.



Transalis saved 20+ staff hours a week



# The Transalis Solution

We quickly agreed that we would onboard our new top ten non-digital high volume/high value customers on to the DataCapture service to automate the import of their orders directly from their respective PDFs, Excel Forms and Emails into our Microsoft Dynamics System with the added advantage that there were either no, or very minor changes that the customer had to make to their current order processes.

We provided the Transalis' DataCapture specialists with customer details and order samples and they proceeded to configure the mappings and translations for each customer keeping us informed as the project progressed. Within 8 weeks we had onboarded the designated customers and the benefits were quickly realized on both a day to day and management level.

## The Benefits

Incoming multipage and high frequency orders are now automatically being extracted, mapped and integrated error free into Dynamics in more or less real time saving our staff 20+ man hours a week and ensuring there were no delays in getting order information across to our warehouse facilities and safeguarding our customers tight delivery timelines.

## The Conclusion

DataCapture has provided us with a realtime 24/7 order automation service at fraction of the cost of hiring new administration staff without any impact on the non-digital customers it supports. It also compliments and dovetails perfectly with our OpenEDI Integration and enables us to have on the fly visibility and control of orders in the back office systems that are central to our business critical processes.

The service has been key in harnessing the rapid increase in order intake and just as importantly provides another trusted, cost effective business tool for us to continue to expand our trading and information sharing no matter how our customers want to send us data.

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