

Increasing visibility across this global manufacturer

Taking New Zealand to the World

iViis™ has been working with a \$22.6 billion global manufacturing company, who are listed on the New York Stock Exchange, for many years. They provide power quality and management systems to the world, promising customers “the high 9s” in systems availability and the New Zealand branch aims to offer the same level of information availability to their customers. With 102,000 employees across 175 countries worldwide, they are a major player in the industry.

The Issues with Distance

With customers all over the world, queries around orders, shipping and proof of delivery come in to the New Zealand based customer service team at all times of the day and night. While this is the reality of a global company, you don't want this to become a perceived issue by clients. If they believe that the time difference is a barrier in doing business, they will be prompted to look closer to home for a more 'readily-available' offering. This posed a threat for the company and was something that they needed to find a solution for.

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They already had Oracle set up as their ERP and overhauling or replacing this would be a huge loss to the company, considering that Oracle was working well for the company. They were able to find a solution with viisConnect™, a New Zealand developed system for building an internet community of customers, suppliers, staff and stakeholders. viisConnect™ sits over the top of the Oracle layer and other systems used by trading partners and receives hourly updates on new orders, changes to existing orders and shipping information through to proof of delivery. This easily installed and integrated system has been able to provide the company with a responsive and highly visible supply chain while still using systems that everyone knows and trusts.



Business Issues

Customer service bottlenecks were preventing customers from accessing the information they required in a timely fashion due to both these bottlenecks and also time differences.

Solution

viisConnect™ sits as another layer on Oracle and has created an automated, paperless system for customer orders and notifications.

Outcome

Customer service has been much more effective for clients as viisConnect™ has eliminated the easy but time consuming requests that were coming through. The system has since been expanded over more areas of the business after the General Manager saw success in using it.



Effective Customer Service

By using viisConnect™, the company have been able to ditch the paperwork. Order acknowledgements are generated and distributed automatically, shipping documents are loaded into viisConnect™ and the customer is notified immediately. This process used to create huge backlogs with the customer service teams, not just delaying responses to customers but also making the time difference seem like even more of an issue. The New Zealand General Manager has recognised the benefits of the flexible structure and collaborative applications for both them and their customers. “Now both myself and the customer are in the position where we can collaborate online to identify such orders, arrange air freight shipment on one component and send the rest by sea. That saves the customer money and increases their appreciation of us,” he says.

Expanding the Service

After experiencing such success with viisConnect™, the General Manager is expanding it to cover other parts of their company. “Our company is an acquisition company, we have bought several different manufacturers in the power quality and management space – and they all have different systems. Now we are beginning to implement viisConnect™ across the groups with two key benefits: firstly, the customer service benefits that we have noticed and, secondly, our head office management use the system for up-to-the-minute KPI, or dashboard, reporting. The system is brilliant for adding real value to the data we have,” he explains.

iviis™ provide software solutions that help organisations know their business, now. For the manufacturing sector, the iviis™ supply chain management solution enables them to collaborate more effectively across their supply chain, helping increase efficiency, reduce costs and improve customer outcomes.

To arrange a consultation with one of our experts, visit www.iviis.com