

Automating Document Processing to Speed Order-to-Cash Cycle



Our Customer Whirlpool

Whirlpool Corporation is the world's leading manufacturer and marketer of major home appliances.

The Challenge

- Major acquisition created immediate 40% order document increase
- No staff or space increased to match higher order volume
- All inbound orders handled manually
- Lost and misplaced orders
- Manual order tracking was inconsistent across divisions

The Solution

Leveraging the company's SAP environment, Dolphin implemented our best practice solution for sales order management with our process tracking, SAP Workflow, and header/Line OCR.

Dolphin's Process Tracking System for SAP Sales Order Management allows inbound orders to be automatically entered into SAP and immediately archived eliminating the need for manual data entry and allowing for easy document retrieval and reporting from within SAP. Order-related documents are electronically combined and archived and outbound communications to trade partners are automated.

The second phase of the project addressed material price variants, and the ability to automatically handle exceptions and posting. The company also wanted to streamline their proof of delivery (POD), lien waiver, and billing package management processes in their credit department. To do this, Dolphin's workflow and integration expertise delivered a solution with detailed order tracking, real-time search for orders in process, sophisticated exception handling, and robust analytics.

The Results

- Immediate and ongoing cost savings
- Permits easy, familiar access to all legacy information from SAP
- Required no training
- Satisfies all retention requirements
- Knowledge transfer to internal team to repeat process for "new" legacy systems

Smart Adaptable Proven™



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