

# Digital Transformation of Auto-Parts Distribution

Managing over 2 Million automobile spare parts products with automated delivery, tracking, invoicing & monitoring in real-time

## About Customer

- Asia based largest automobile dealer
- Customer wanted to streamline the manual delivery process to automated delivery process through a Mobile Device based proof of delivery
- The current order management completely depends on the manual intervention, and required automation with logistics & warehouse

## Approach and Deliverables

- Developed an integrated logistics & warehouse automation solution to simplify delivery of spare part products to dealers/agencies, and control of the various logistic activities, from purchasing to the warehouse management through SAP integration
- Order placement to the shipment and delivery process is automated in SAP ERP
- The down-stream integration also supports mobile devices to notify the warehouse team for delivery & invoice processing

## Business Drivers

- Manual B2B, B2C service & order tracking
- To deliver frictionless customer engagement
- Delay in customer requests and invoices
- Loss of revenue due to data discrepancy in delivery v/s orders

## Outcomes/Benefits

- 75% increase in efficiency with OCR based order tracking & management
- 25% improvement in delivery operations with automated trip management
- 15% increase in revenues with mobile-ready delivery
- Better customer satisfaction with on-time delivery

### Engine Parts

🔍 Component Name

#### 4W Molded Rubber Parts



#### 4W Automotive Rubber Hose



#### Automotive Air Conditioner Compressor



#### 4W Steel Ball

