



CASE STUDY:

Fast and efficient processing of incoming orders and documents

FABORY

66%

of order lines processed digitally

COMPANY PROFILE

Fabory is a leading specialist supplier of fasteners and related products in the Benelux, with extensive European coverage. Fabory supplies a range of 180,000 high-quality and market-specific fasteners to over 60,000 customers throughout Europe. Customers vary from multinationals to small and medium-sized businesses in various markets, including mechanical engineering, electrical equipment, automotive and construction.

Fabory combines in-depth technical knowledge with integrated technology-driven supply chain solutions and a differentiated digital range, enabling it to offer its customers reliable and safe solutions for all their fastener needs.

CHALLENGE

As a wholesaler, Fabory processes hundreds of thousands of documents and millions of order lines each year, with the challenge to do so as efficiently as possible. Around 66% of this processing (140,000 order documents and one million order lines) is currently fully automated using Ricoh solutions. Fabory receives orders in various forms: as a PDF (if relevant, password-encrypted or scanned), as a Word or Excel document or simply as text in an email. Hans van de Sande, Digital Adoption Manager at Fabory, explains, "To prepare the orders for processing in our SAP system, we used to send them to a partner of our former American parent company, where the documents were converted into XML documents, a process that was neither productive nor scalable. We wanted to organize this more sustainably and efficiently."



At Fabory, we aim to improve continuously. Ricoh listens to our ideas, brainstorms with us and offers suitable solutions.

Hans van de Sande, Digital Adoption Manager at Fabory



SOLUTION

Ricoh is the perfect partner for Fabory. Hans continues: "Ricoh has the reputation of being an innovative specialist in the digitization of invoice processing and I wondered whether this might also apply to sales orders." Ricoh implemented a platform that automatically converts all orders into cXML files and imports them into the SAP system. "Manual entry is no longer required. We now also use the same platform for converting both offer requests and order confirmations from suppliers." Since Ricoh also offers Robotic Process Automation (RPA), Hans came up with the idea to use a robot for order confirmation acceptance. "The robot matches the data in the order confirmation with the data in our purchasing system. The robot creates an exception list, so that there is only a relatively short list of exceptions for evaluation.

RESULT

Hans is very enthusiastic about the partnership with Ricoh. "At Fabory, we're always looking for ways to innovate and make our processes more efficient. My role in this is usually as the creative brain and I consider all kinds of possibilities. Ricoh listens to my ideas and responds with practical solutions. This would not be possible without a good partnership." Various processes have now been streamlined through the platform and different robots simplify the day-to-day work of employees. Hans adds, "Until recently, for example, the supplier packing lists were entered into SAP by our logistics staff. Thanks to the platform, packing lists are now also converted into cXML and imported automatically. And we now also use robots for financial transactions and stock management. I see all kinds of new possibilities and look forward to further streamlining our processes together with Ricoh."

ABOUT RICOH

Ricoh is empowering digital workplaces using innovative technologies and services, thus enabling individuals to work smarter.

With cultivated knowledge and organizational capabilities nurtured over its 85-years history, Ricoh is a leading provider of document management solutions, IT services, communications services, commercial and industrial printing, digital cameras, and industrial systems.

Headquartered in Tokyo, Ricoh Group has major operations throughout the world and its products and services now reach customers in approximately 200 countries and regions. In the financial year ended March 2021, Ricoh Group had worldwide sales of 1,682 billion yen (approx. 15.1 billion USD).

For further information, please visit www.ricoh-europe.com