

**UVE Solutions entered Spain market to bridge the communication gap in order processing between distributor and retailers,
Achieved 75% YOY revenue growth**



Summarizing Situation

Managing 500+ retailer orders per day without any automation was a humungous and error prone daily task for distributors in Spain

UVE Solutions observed the gap between distributor and retailers regarding data sharing and order management. They witnessed that on an average even a small distributor receives **500+ orders** a day from retailers. The challenges faced by them are:

- Two-third of the distributor's working hours are gone into manually maintaining record of these orders and that very less time is left for dispatching orders on the same day.
- They also struggle to figure out which orders are dispatched, pending and which are urgent.
- Distributor hardly gets a chance to see performance analytics of these retailers.
- The communication between a distributor and a retailer is unstructured as it is mostly through WhatsApp and phone calls for the ease and quick connect. This communication never forms any order related history. It is painful to search previous messages and/or previous orders.
- Retailer's face the challenge that in absence of any platform they are unable to compare product price and offers of various distributors who can supply to them.



The problem was that the lengthy verbal orders were impacting business relationship, creating misunderstanding, wrong shipments and loss of business.

Impact on Business

UVE Solutions analysed that due to fragmented communication and manual order processing both distributor and retailer's business is adversely impacted.

Impact on Distributor's Business – Lack of control was leading to **35% YOY** increase in operational cost. In absence of order management and tracking system there was no clarity on order status. Logistics cost touched rocketed **20%** of annual sales from **5%** due to inaccurate order fulfilment and wrong dispatches. This was also creating conflict regarding order accounting between the distributor and retailer.



Impact on Retailer's Business – A lot of time was spent in booking orders with various distributors. Managing orders became the most cumbersome task. Erroneous order fulfilment was causing product unavailability and it was leading to loss of customer trust and business opportunity. As retailers did not have any order history, they were also placing repeat orders in spite of spending considerable time in taking decision on products to be ordered.

Resolution

UVE team looked for the ways to bridge this gap and create a better connection between the distributors and retailers for hassle-free order processing. They were also exploring the possibility of WhatsApp communication like features to ensure quick adoption, better usability and easy penetration in Spain market.

Systematix Infotech proposed and developed a native mobile application (Android and iOS) and an ERP application to meet all these business requirements.



Mobile App

The role of mobile application is to work like WhatsApp where retailer has access to distributors, their product range and prices. The app provided ease of placing the order by browsing the products, their price and checking stock. The retailer can also connect with the distributor's sales rep in real time while placing the order. Even sales reps had the option to amend the cart to make it more lucrative for the retailer. However, final order placement is done by the retailer only. Product price comparison, available offers and schemes, new arrivals etc are some of other key functionalities of the app.



ERP Solution

ERP is exclusively for the distributors to manage their warehouse, product and sales reps'. This application works as an extension to mobile application where booked orders sync with this ERP in real-time. Distributor gets retailer's performance analytics that allows them to create custom offers for a specific retailer based on his performance.

Resolution's Results


1700+
Distributors

UVE is successfully managing
business of


10000+
Retail Stores

— According to Jordi Camps, CTO at UVE Solutions —



Now they plan to scale up this business model to the next level.

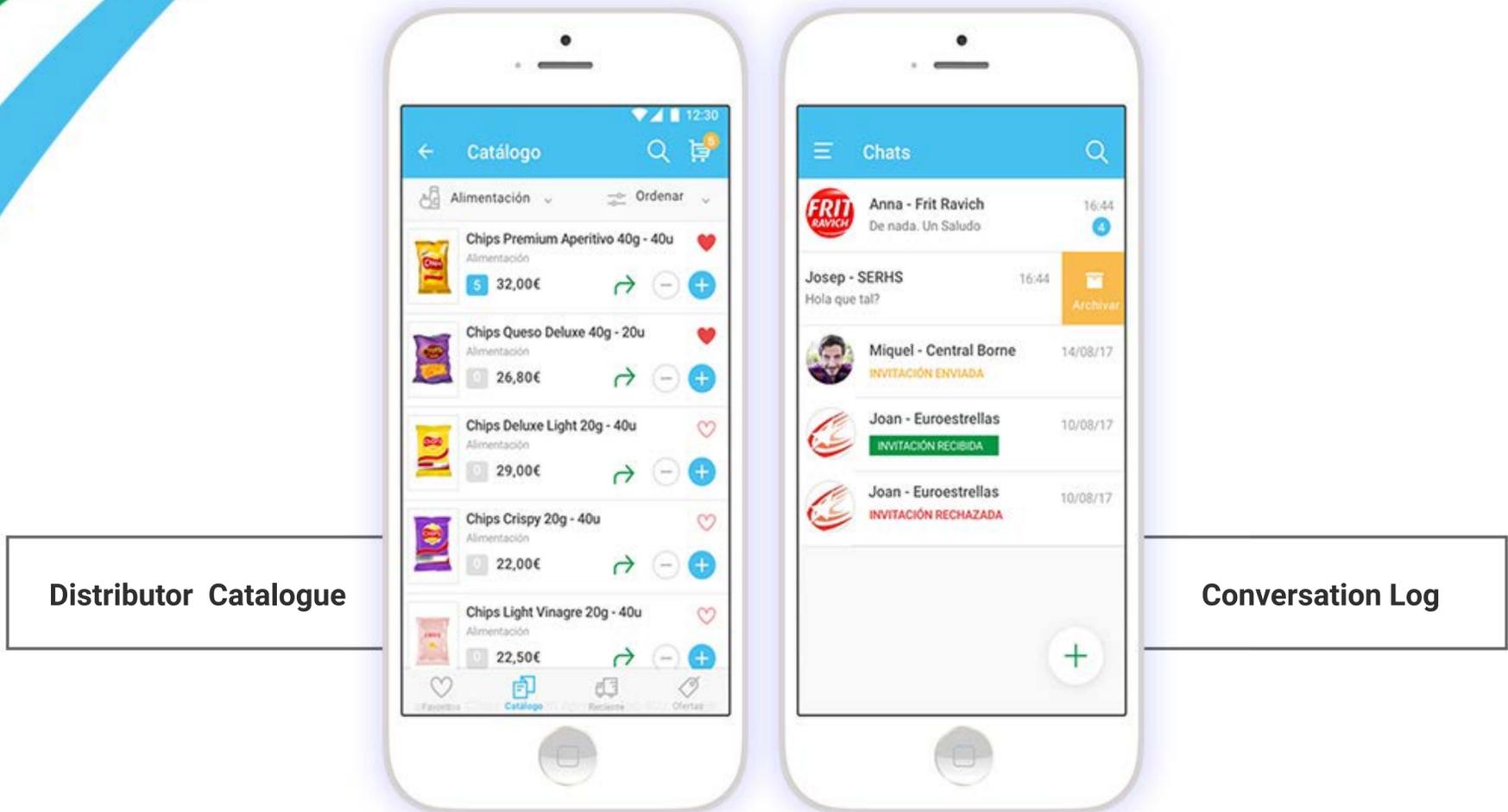


They achieved their annual target within just 6 months.

Digital Transformation because of the mobile and ERP application:

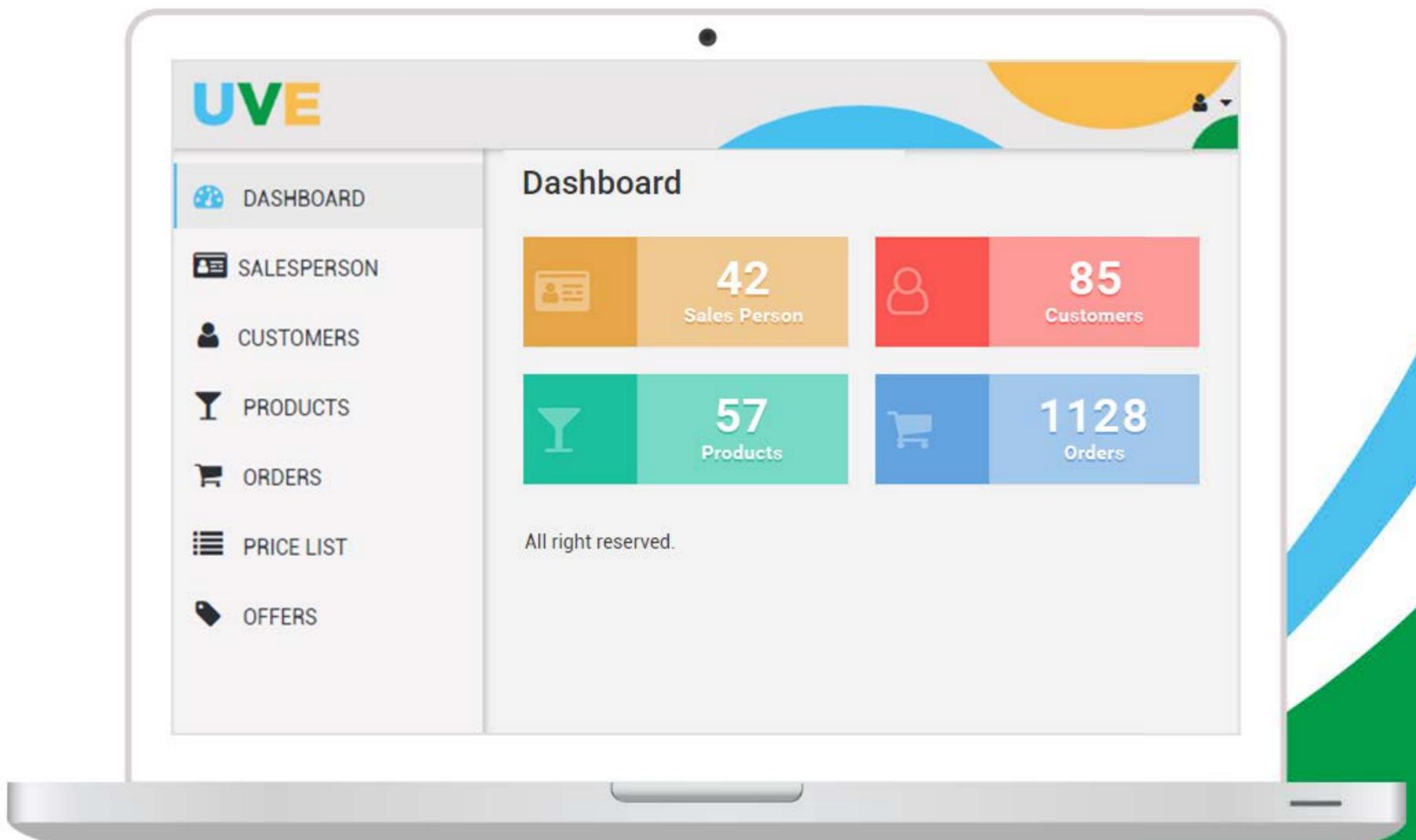
- > Flawless communication ecosystem between both the parties
- > Zero effort required for order management hence exponential decrease in operations cost of distributor
- > Ease of checking order history and single click repeat order
- > Custom offers for retailers based on performance and upsell and cross sell opportunity
- > Informed and quick decision making for both distributor and retailers
- > Efficient warehouse, sales reps and products management through ERP application

Retailer view



Distributor view

Dashboard view for Distributor to see all information real-time
– Order received, Products list, Customer list etc.



Client Testimonial

“ We were facing the most important product launch in the year, and we needed a technology and solution provider who could stand by our side and make our ideas come true as a real life application. Our objective was to get timely and quality output, while at the same time being flexible and working together with our internal team. We had previous smaller experiences with Systematix and were impressed on how they treat the project as if it was their own. Their quick response and focused approach made us decide to select them. Of course difficulties arose during the project, but we coped up with them successfully together. The final result is having great acceptance and success in the market and we plan on developing new features together.



Jordi Camps

CTO at UVE Solutions

“ I have been coordinating this project with Systematix from UVE and its pleasure working with them so far. Most importantly, they are very competent in the technical know-how and often bring new ideas. Anybody working with Systematix can vouch their hand holding approach even in the adverse situations. This is just a beginning of this project and we see long term engagement with Systematix.



Aleix Fargas

Project coordinator at UVE Solutions

Future scope of work

➤ Schemes and offers

➤ Orders can be marked as favourites

➤ Order tracking

About Us

Incorporated in 2005, Systematix Infotech has been at the forefront of providing digital transformation consulting and software services to businesses globally. Their focus has been to design solutions that contribute towards the client's success and are sustainable to support the growth and changing dynamics of the business. Our work with over 900+ clients across 2500+ interesting projects speak of our diverse talent, project management and quality management capabilities.

Contact Us



info@systematixinfotech.com



+1 713 701 5311 (US)

+91 731 2570281 (India)



www.systematixinfotech.com