

Contorion's bold movement towards process automation



“

With Workist, we're saving an average of **3 hours** of repetitive work per employee per week.”

Stefan Underwood
Head of Logistics at Contorion

Product
Order Confirmation Verification

Industry
E-commerce, Retail

About Contorion
Contorion is an online specialist retailer for professional tools, consumables and workshop supplies. The company was founded in Berlin in 2014 with the aim of promoting digital procurement in the crafts business. Today, Contorion employs over 270 people from 33 nations and is active in Germany, Austria and France.

Since 2020, Contorion has been working closely with Workist to automate processes in the area of order confirmation verification. By using Workist's AI software (Worki), Contorion has been able to reduce process costs while improving processing speed and accuracy.

Weekly hours saved

40h

Documents reviewed per month

12k

Full automation rate*

98%

- Contorion saved 40h per week for their Customer service department, saving 3 hours per week for each team member (13 people)
- 98% of all documents are processed fully automated without human assistance
- 12,000 documents automatically reviewed in 1 month



“ We have completely automated the processing of order confirmations with the AI solution from Workist. Not only does it save us tons of resources, but it also helps us scale our business further.”

Stefan Underwood
Head of Logistics at Contorion

The Challenge

Stefan’s team has been dealing with tedious monotonous tasks, spending days on checking and validating order confirmations. They were getting hundreds of them per day.

Contorion’s order confirmations differ fundamentally in structure and format. Content and data placement vary from supplier to supplier. Traditional technologies such as predefined templates or layout-specific data extractions quickly reach their limits and are laborious to handle.

The Solution

Workist’s innovative AI software, Worki, uses algorithms for intelligent document understanding that does not require any up-front training and continues to learn in the background during ongoing operation without any additional effort.



Meet Worki, our AI Software

13 logistics team members at Contorion are working together with Worki. If Worki is unsure about the data extraction, a clerk is asked to check the corresponding data field and to correct it if necessary. “We are very satisfied with Workist’s excellent support and flexibility”, points out Stefan.



Workist helped us achieve our internal key result, as a part of our overall company goals (Objective and Key Result framework): ‘Reduce the manual effort in order confirmation processing’.

Stefan Underwood
Head of Logistics at Contorion

Speed and Simplicity, all in one

“The automation rate began with 75%. Within a few weeks, an automation rate of over 90% was achieved. Now we are at 98%. We don’t have to touch order confirmations at all, it’s satisfying”. Stefan also positively emphasises this rapid success: “Workist’s tool stands out because it produces very good results very quickly, regardless of the format of the document.”

Business Impact

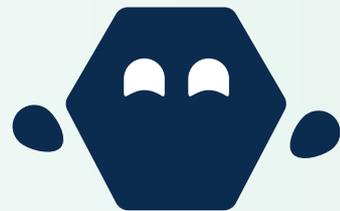
Together with Workist's AI, automation has freed up human resources to actively manage customer and supplier relationships, making a significant contribution to the company's continued growth. "Thanks to Workist we can now focus on important project work; internationalisation, quality improvements etc." said Stefan.

40h saved weekly

12k monthly documents

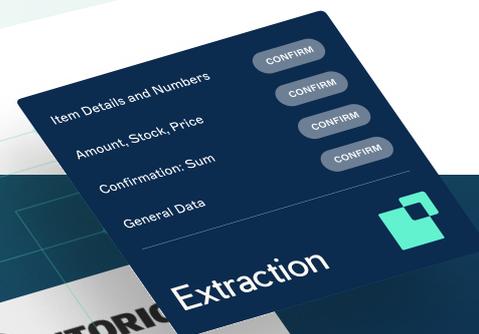
Future Business

"We can now extend the business further with Workist by employing them to automate our invoice review. We are in touch with their product teams already to enable this in the future."



Stefan Underwood
Head of Logistics at Contorion

Are you ready for the future of sales?



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