Why Zentis relies on Workist to master order processing

> **"**
>
> Workist gives us a head start for future growth. The implementation has enabled us to achieve significant time savings and efficiency gains."
>
> Phillip König
> Head of Business Process Optimization

in **Zentis Group**

◎ **zentis_group**

Product
Fruit preparations, jams and confectionery

Sector
Food industry

About Zentis
As a technology-oriented, globally active company, Zentis specializes in the processing and refinement of fruits and other natural raw materials. Zentis is best known for its delicious fruit preparations, quality jams and confectionery. Headquartered in Aachen, Germany, Zentis is active in over 50 countries and has six production sites in Germany, Poland, Hungary and the USA. Worldwide, Zentis employs about 2000 people who drive the growth of customers on different continents.

Introduction

Zentis is a German food producer known in particular for its jams and confectionery, as well as its fruit preparations for the processing industry. Today, the traditional Aachen-based company is internationally successful and processes a large number of order documents every month. As a large proportion of the orders still had to be entered manually, the company was looking for a faster, cost-efficient alternative. Phillip König, Head of Business Process Optimization at Zentis, has therefore been relying on Workist since 2021.

Extraction rate for document data	Full automation rate*	Time savings
96%	**70%**	**82%**

> " Before Workist, we had to enter a large proportion of orders manually, which was very time-consuming. The freed-up capacity now allows us to focus more on growth and customer service again. "

Phillip König
Head of Business Process Optimization

The Challenge

The manual typing of order data is an enormous cost driver, especially for large producers. At Zentis, for example, hundreds of orders had to be manually read out and transferred to the ERP system. A repetitive task without any real added value.

In addition to the time-consuming order entry, the manual conversion of units was also a problem. For example, if a customer ordered 1500 kg of a product, this quantity first had to be converted into container units in SAP.

If a large retail chain places an order, it also happens that the delivery addresses of all branches are combined in one order. This means that there is only a single order document, but numerous orders have to be created in the ERP system. Although these additional steps are quite common in the food industry, they meant an additional workload for the responsible teams.

The Solution

Zentis first became aware of Workist in 2021 through the recommendation of an existing customer. The decisive factor for the implementation was primarily the holistic approach of the solution. Because unlike conventional solutions, Workist offers Zentis end-to-end order automation - from receipt in the e-mail inbox to order creation in the ERP system.

Since the AI software requires no prior training, Zentis benefited from the automation from day one. Immediately after implementation, approximately 50% of all incoming orders were created in SAP fully automatically, which already meant a time saving of 70% for Zentis.

Continuous improvement

Workist then worked closely with the key users at Zentis in order to implement the automated unit conversion as well as the reading of multiple shipping addresses. **"The AI is constantly learning, and now we don't even have to touch over 70% of orders. For the remaining documents, usually only individual data fields need to be briefly checked, the effort is now minimal!"**

> "
> "Workist gives us the freedom to prioritize tasks that are truly relevant to the business success. A major benefit here is that the ordering process hasn't changed for customers. The implementation was also surprisingly straightforward!"
>
> Phillip König
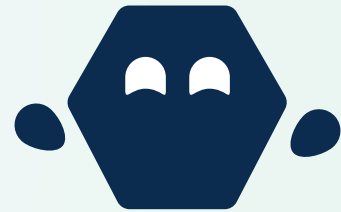> Head of Business Process Optimization

Business Impact

Workist enables Zentis to save a large part of the working time required to record orders. This frees up valuable resources, which in turn can be used for value-added tasks. The AI software's master data matching also ensures that order data is transferred without errors. Based on the successes with Workist, the solution will also be used at the production site in the USA in the future.

▼ 82% Time savings

▼ Expansion to the USA

Future Business

" We are currently in close exchange with Workist regarding an expansion of the project. Now that we have been successfully using the solution since 2021, our site in the USA will soon also benefit from automated order entry. "

Phillip König
Head of Business Process Optimization

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hello@workist.com
+49 30 28686276

www.workist.com

Extract data

Adress
Receipt number
Article number, Amount, Price
Sum

CONFIRM
CONFIRM
CONFIRM
CONFIRM

Customer GmbH | Straße 123 | D-10179 Berlin

Worklist GmbH
Linienstraße 126
D-10115 Berlin

Order
Beleg-Nr.: 1234567890
Datum: 02.02.2022

Geschäftsart: Lager
Lieferdatum: 12.08.2022

Delivery address:
Customer GmbH
Straße 123
D-10179 Berlin

Menge   Preis   Gesamt
40 pieces   0.41   16,4

Artikel
Item no.: 00012345
Corner angle, rounded
120×120×20mm

Item no.: 09012645
Perforated plate
240×25×12mm

Item no.: 00128357
Spax screws
S8×6×32mm

20 pieces   1,20

25 pieces