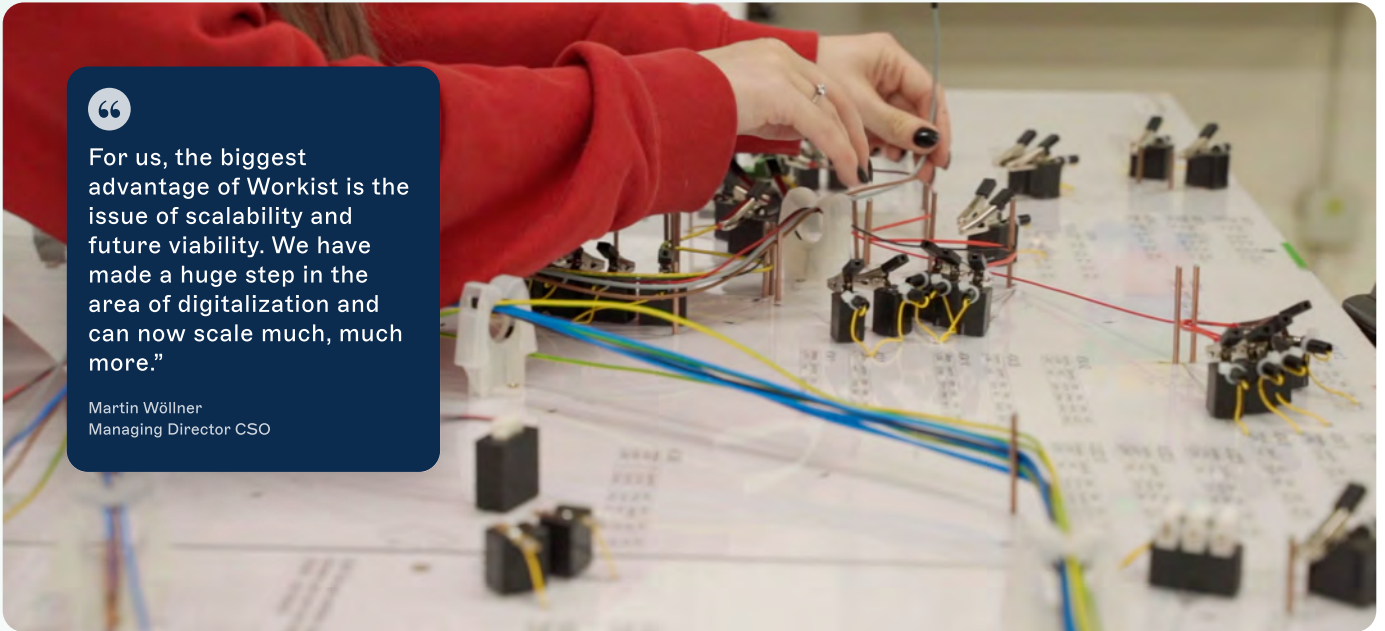


# Becoming the fastest cable assembler with Workist



For us, the biggest advantage of Workist is the issue of scalability and future viability. We have made a huge step in the area of digitalization and can now scale much, much more."

Martin Wöllner  
Managing Director CSO

Product  
Order Entry,  
Order Confirmations

Sector  
Industry, Electronics

About CiS  
The CiS Group is a brand-name cable assembler and system technology provider founded in 1975 with headquarters in Krefeld and locations in the Czech Republic and Romania. As a supplier of cable assemblies, cable fittings, special connectors, cable trees, system technology, component assembly and HMI, the CiS Group with its approx. 1,350 employees ensures that the safe transmission of power or data is guaranteed wherever there is electrical engineering.

## Introduction

CiS electronic GmbH from Krefeld is a classic family business. Taken over by Peter Wöllner in 1980, CiS is now in the midst of a generational change. The two sons, Martin and Felix Wöllner, now aim to make the company fit for the future and to push ahead with digitalization. The vision: to be the "fastest and most reliable supplier for cable assembly and system technology". However, the slow process of entering orders manually stood in the way of this goal. That's why they eventually decided to implement the automation with Workist.

Extraction rate for document data

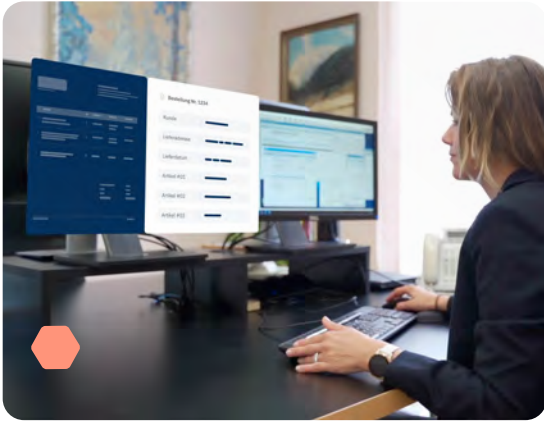
90%

Ø Time savings / Doc.

2.9 min

Time savings

74%



“ I can now focus more on the important things, like fulfilling customer requests, and not have to waste a lot of time manually typing in every order.”

Lenka Dedeciusova  
Head of Customer Service

## The Challenge

For a long time, order entry at CiS was done manually in a time-consuming process, which meant a high commitment of personnel capacities. Time and again, the employees of the Customer Service team were busy manually typing order data of incoming orders into the internal ERP system. This already time-consuming task was further complicated by the variety of order documents. **"We have an incredible number of customers from a wide variety of industries, all of whom have a completely different standard. Their documents, the order documents, always look different"** explains Martin Wöllner, Managing Director CSO at CiS.

This then led to less time for other, success-critical tasks. Without an automation solution, the efficient use of personnel capacities thus quickly becomes a real challenge. At the same time, the effective use of resources and short response cycles are key drivers to success, especially in times of a shortage of skilled workers.

## The Solution



Our customer service employees, they should take care of communicating with the customer, providing customer service, being in close exchange with the customer, and they should not waste time manually entering orders into the system”

Martin Wöllner  
Managing Director CSO

In 2011, the internal innovation strategy "iSpeed" was launched at CiS. **"Every year we try to mentally move into the future. What do we have to do today in order to be successful in the future?"** Martin Wöllner elaborates. In the course of this thinking, in 2021 they realized that manual processing of documents was not future-proof. So they started looking for a scalable solution that would automate the process and take the workload off the Customer Service team. In the end, they found the suitable tool in Workist.

For CiS, it was particularly important that the solution could be easily integrated into the existing environment without the need for complicated changes or trainings. In addition, the AI software is capable of intelligently interpreting documents like a human, which means that even the varying layouts of the orders do not pose a problem. In an initial test run, it therefore quickly became apparent that Workist was capable of overcoming the challenges in order entry.

## Business Impact

CiS was able to massively reduce the manual effort in order entry through Workist and thus has the possibility to use resources more efficiently. In fact, the process has been simplified to such an extent that time savings of 74% have been achieved in the processing of order documents. This strengthens the Customer Service team in providing best-in-class service to existing customers and proactively acquiring new customers.

▼ 74% Time savings

▼ Extension to ABs & invoices

## Future Business

Due to the great success in order entry, CiS then decided to gradually expand the use of Workist to other document types. Now that order confirmations are also processed with Workist, efforts are already being made to realize the automation of invoices in the future.



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