

CUSTOMER MANAGEMENT

Elemica SmartLink Application Suite Overview

Have you achieved your perfect order goal?

In high performance organizations, error-prone manual order entry tasks are removed. Instead, your people can focus on high-value activities such as inside sales, forecasting, product selection, technical advice, trouble-shooting, and expediting. The goal is to get the right materials to the right place at the right time with the right price, cost, and accounting.

Cloud based solutions offering fast and easy implementations with the flexibility to adapt to your dynamic business needs.



Benefits

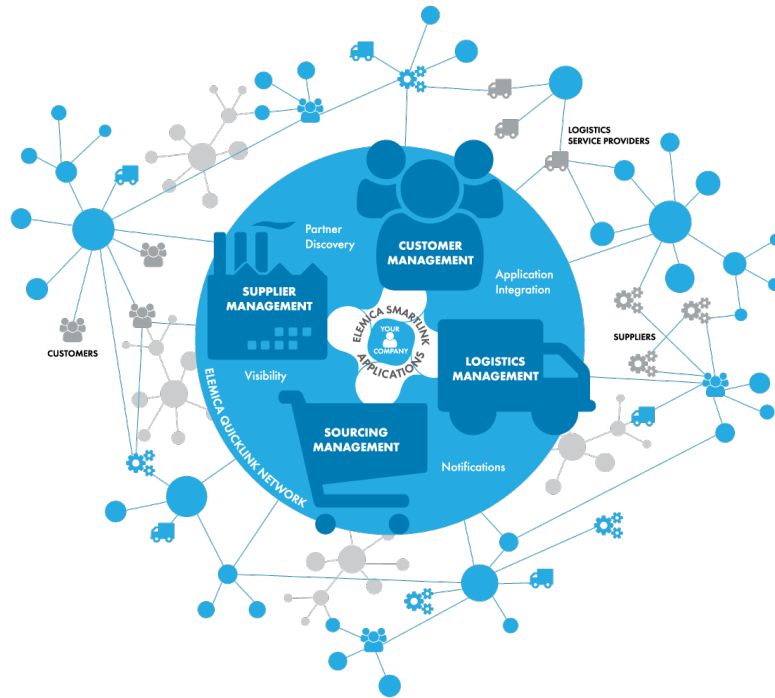
- Improved customer satisfaction
- Fewer missed or lost order lines
- Increased ability to balance demand with constrained supply
- Fewer customer stockout situations
- Increased technical and operational flexibility

Key Capabilities

- Error-free order entry
- No impact to customers
- Connect in your language
- Process standardization
- Faster response times
- Global capabilities

Elemica provides solutions to automate thousands of your customers. They inherently have variation in their business processes and information technologies. We remove the challenges of this variability and enable error-free automation of customers with virtually no change in their behavior. This platform supports standard order management through complex supply chain orchestrations involving multiple service providers.

Solutions Across the Entire Supply Chain



SmartLink Applications

Customer Management
Logistics Management
Supplier Management
Sourcing Management

QuickLink Network

Customer Management Solution Suite Overview

Elemica Customer Management enables you to automate a wide variety of customer fulfillment requirements without modifying your ERP system.

Sales Order Management:

Supports the full order-to-invoice process in real-time, with or without B2B infrastructures, yes - even Email or print orders.

Vendor Managed Inventory (VMI):

Maintains tank or warehouse levels based on your supply strategy and inventory readings, demand forecasts, and in-transit status.

Repeat Order Entry:

Supports batch order entry at the beginning of the year, quarter, or month.

Rail Car Fulfillment:

Kanban system to maintain the optimal of rail cars at your customer's location and in transit to support your supply strategy.

Delivery Schedule:

Automate tedious, error-prone schedule line processes.

Additionally, Elemica's Invoice Management solution automates invoices and supports EU VAT compliant digital signatures and data archive.

Transforming the Way Your Company Does Business

As the leading Supply Chain Operating Network for the global process industries, our customers create and operate high performance supply chains with solutions at the heart of their business. Elemica drives bottom line business results by promoting reduced cost of operations, faster process execution, automation of key business processes, removal of transactional barriers, and seamless information flow between business partners. We transform supply chains by replacing manual and complex approaches with automated and reliable ones.