Sankyo Automates Inbound Customer Sales Process with HULFT Managed Integration Services

Company converts a manual workflow to leveraging AI and software automation to increase order accuracy and strengthen digital connections with key customer accounts

Sankyo America, Inc. is an Indiana-based supplier of plastics and other manufacturing materials for the automotive industry. It is a subsidiary of Sankyo Kasei in Japan. In addition to parts and materials, Sankyo America strives to take the cost out of its customers' distribution, warehousing, inventory control, and other related administrative workloads.

The company leverages EDI connections with its key customers to deliver products efficiently, but some ordering processes still require human intervention. One example is sales orders, typically submitted from customers to Sankyo via email. Then, Sankyo team members re-enter data on PDFs into the Sankyo ordering system.

Sankyo sought to automate the front end of the ordering process with instant purchase order generation, and it called on Saison Technology to provide a solution.

After spending some time helping Sankyo connect core systems between its customers and Sankyo sales, Saison Technology implemented HULFT Managed Integration Services which doesn't require in-house staff to install. Instead, Saison Technology leads a turnkey process that includes the business project owner. The first phase focused on automating key customer accounts.

Customer Challenges

- Increasing order processing speed from the time of receipt to fulfillment.
- Reducing errors from manually entering sales orders into the company's ERP system.
- Improving overall customer satisfaction with the end-to-end ordering process.

The Saison Technology Solution

- HULFT Managed Integration Service for B2B sales automation and order management.
- Saison Technology Professional Services provided the data integration and mapping services to connect Sankyo with its customer's systems.

Results

- Order processing time was reduced by 50% with zero data input errors.
- HULFT Managed Integration Services saves its employees many hours per month, eliminating manual entry of sales orders into Sankyo's system.
- Other ROIs include increased job satisfaction by employees, increased customer satisfaction and more organizational efficiency at Sankyo.

A Sankyo distribution truck near headquarters.

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>
> Hideki Endo, EVP of Sankyo America

Initial outcomes with HULFT Managed Integration Services

"HULFT Managed Integration Services enables us to create purchase orders automatically," said Hideki Endo, EVP of Sankyo America. "This saves a great deal of labor and prevents errors. Consequently, we have gained the trust of our clients and other departments within the company."

Sankyo estimates that HULFT is saving its sales team 5-6 minutes per order, saving at least 10 hours per month on the orders it currently processes with reduced staff overtime requirements. As the company brings on more customers to digital ordering, the team will be even more efficient.

"Time savings is very important for us," said Rie Shinohara, Account Manager, Outside Sales at Sankyo America. "When we are more productive and can execute orders more accurately, we can focus on other more critical matters and believe we can increase customer satisfaction."

About HULFT Managed Integration Services

HMIS provides everything needed to solve even the most complex integration challenges without sacrificing ease of use, speed, or agility.

Our typical customer has data in the most modern SaaS applications and databases over 10 years old. Saison Technology provides connections to a wide variety of data stores and data providers, whether local, on-premises or in the cloud. Data sources range from text files to Excel spreadsheets, databases, message queues, email servers, FTP servers, web services, cloud stores, applications, and big data lakes.

Key benefits of HMIS include:

- **Total customer control and visibility.** We provide complete visibility via the Global Administrator Console used by business and IT professionals.

- **A foundation to reduce complexity and spur innovation.** Our framework makes future projects more doable and efficient no matter the data source and how old it is.

- **Simple and predictable billing.** Our monthly price and initial setup fees are mutually agreed-upon, and we provide complete transparency.

- **GDPR and CCPA compliant.** Our data models enable your organization to expand deployments globally.

Contact us today!
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