

AI-powered orders. Smarter manufacturing ops.

Transforming manual, email-driven order processing into one connected, AI-enabled workflow.

A global pump manufacturer relied heavily on email and fragmented systems to manage customer orders. Manual order capture, disconnected workflows and limited visibility created delays, rework and inconsistent processes across departments. The organisation needed a more controlled way to manage orders from initial request through production and customer communication.

KEY CHALLENGES

- Manual, email-based order processing
- Fragmented workflows across multiple systems
- Limited visibility into order status
- Delays and rework caused by manual processes
- Disconnected customer communications
- Limited coordination across operational teams

CLOCKWORX SOLUTION

- Introduced AI-driven order capture from incoming emails
- Orchestrated tasks and workflows across departments
- Centralised customer communication through integrated ticketing
- Connected existing business systems into one operational workflow
- Delivered role-based dashboards for real-time visibility
- Created a scalable digital foundation for order management

RESULTS AND IMPACT

Faster
order
processing

Lower
manual
effort

Better
workload
coordination

Real-time
order
visibility

Greater
order
traceability

Faster
customer
response

These outcomes are directly supported by the original case study, which describes improved processing speed, coordinated workflows, real-time tracking, improved accuracy and responsiveness.

BUSINESS VALUE

Faster and more consistent order handling.
Higher workforce productivity.
Improved delivery reliability.
Better accuracy and traceability.
More responsive customer service.
Scalable digital order orchestration.

