



# Automation Outcomes

*Stories from the Conexiom Customer Community*



# Letter from the CEO



At Conexiom, we help customers transform into modern businesses. As a leading automation solution provider, our mission is to provide 100% data accurate, touchless outcomes that enable customers to modernize the sales-order and invoice processes.

Modern businesses are transformed business. They meet disruption and adapt. They are resilient and agile, working to streamline and automate operations to get their businesses future-ready.

We serve industries that struggle with manual processes related to both sales orders and invoices. Processes that are slow, error-prone, and detract CSRs from providing impeccable customer service. Any disruption in the supply-demand chain only exacerbates these challenges.

Conexiom exists to help these industries acclimate, adapt, and compete in a changing environment. Automation is now imperative, and my team has almost two decades of experience helping manufacturers and distributors automate the processing of sales orders and invoices and achieving business outcomes.

Conexiom's promise of 100% data accuracy and > 80% touchless orders is a bold statement. It's a statement many customers must see to believe. That's why we want to share with you—in our own customers' words—the value we bring to business operations, such as improving the customer experience, delivering greater profitability, and gaining a competitive edge.

This collection of success stories spotlights the key benefits that Conexiom provides, as told by our own clients, who also happen to be Conexiom's greatest advocates.

Thank you for your interest in Conexiom.

A handwritten signature in black ink, appearing to read 'R Grady'. The signature is fluid and stylized, with a large loop at the end.

**Ray Grady**  
President and CEO  
Conexiom



**I can't imagine going back to what we did previously without Conexiom.**

Andy K.

Small-Business (50 or fewer employees)

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# Codale Electric Supply

Drives eCommerce Adoption  
with Sales Order Automation



**Industry:** Distribution

**Market Sector:** Electrical and Electronic Components Wholesale

**Segment:** Mid-Market

Codale Electric Supply, a division of Sonepar USA, serves various markets, including electrical construction and maintenance businesses. Its impressive inventory is equipped with supplies for DataComm and OSP, as well as complex wiring solutions. It is a true leader in the utility market.

## Automation Outcomes:



Free CSRs to focus on  
relationship-building and upselling



Streamline eCommerce experience



Improve order cycle times and  
reduce errors

## Solution Used:



Sales Order Automation



**We've seen a marked improvement in both cycle time for order processing and order entry error rates.**

Alex R.

Electrical/Electronic Manufacturing, 10,001+ employees

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# Edwards Garment

Automates Sales Orders Without Buyers  
Changing the Way They Shop



**Industry:** Manufacturing

**Market Sector:** Clothing and Apparel

**Segment:** Small-to-Mid-Market

Edwards Garment is a leading wholesaler of uniforms and career apparel. The full-service company helps organizations bring their brands to life. Edwards Garment values customer satisfaction and knows that customer loyalty is the ultimate reward.

## Automation Outcomes:



Automate sales orders without customers implementing EDI



Improve customer satisfaction and loyalty



Save CSRs hundreds of hours (annually) to focus on customers

## Solution Used:



Sales Order Automation



**We use Conexiom to convert customer purchase orders into our ERP system, they did a very good job. Their technology is advanced.**

Yong C.

Mid-Market (51-1000 employees)

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# Field Fastener

Achieves Substantial Time Savings,  
Improves Profitability with True Automation



**Industry:** Distribution

**Market Sector:** Industrial Wholesale

**Segment:** Mid-Market

**ERP System:** Epicor® Prophet 21®

Field Fastener is a full-service engineering partner and global fastener distributor based out of Illinois. With 900+ customers located in more than 20 countries, it stocks an impressive portfolio of more than 120,000 SKUs.

## Automation Outcomes:



Process complex, multi-line orders  
in minutes with 100% accuracy



Improve job satisfaction rates  
among employees



Save 400 hours of manual data entry  
for just one customer



Re-focus CSRs toward  
revenue-generating tasks, such as  
data analysis

## Solution Used:



Sales Order Automation





**We were able to reduce the number of sales orders that had to be manually entered by half. We saw a full ROI in under a year.**

John H.

Business Supplies and Equipment, 51-200 employees

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# Genpak

## Unlocks 75 Hours of Human Capital per Week



**Industry:** Manufacturing

**Industrial Wholesale:** Rubber and Plastic Product Manufacturing

**Segment:** Mid-Market

Founded in 1969, Genpak is the industry leader in food packaging manufacturing. Over 50 years later, it has 19 facilities throughout the United States and Canada with corporate headquarters in Charlotte, NC.

### Automation Outcomes:



All orders process immediately with 100% data accuracy



CSRs gain 75 hours per week to dedicate to customer-facing activities



Better management of demand spike caused by COVID-19

### Solution Used:



Sales Order Automation



**There is nothing difficult about  
using Conexiom.**

Dianna P.

Enterprise (> 1000 employees)

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# Häfele America Co.

## Reinvents Customer Experience with Sales Order Automation



**Industry:** Manufacturing

**Market Sector:** Construction and Hardware Manufacturing

**Segment:** Enterprise

Häfele America Co., a subsidiary of Häfele Worldwide, provides hardware and fitting systems, LED lighting, and electronic access control systems. Around the world, architects, designers, builders, and customers from the furniture industry rely on Häfele's expertise, products, and services.

Häfele America Co. brings not only the finest products, but unparalleled expertise. Committed to its customers, the company prioritizes customers' needs and understands their requirements to identify opportunities for improvement. Therefore, building customer relationships is key to its success in both commercial and residential markets.

### Automation Outcomes:



Eliminate manual document processing



Re-deploy staff to focus on customer experience

### Solution Used:



Sales Order Automation



**The product has been simple to integrate into our ERP, new integrations are quick to implement and well supported by Conexiom.**

Jenny S.

Wholesale, 1001-5000 employees

**[Read full review on Capterra](#)**





# McNaughton-McKay Electric Company

## Uses Conexiom to Strengthen Customer Relationships



**McNAUGHTON-McKAY**  
ELECTRIC COMPANY

**Industry:** Distribution

**Market Sector:** Electrical Wholesale

**Segment:** Enterprise

McNaughton-McKay Electric Company is one of the largest full-line electrical wholesale distributors in the U.S. For more than 110 years, it's been recognized as a distribution leader because of its commitment to selling quality products, maintaining diversified inventories, and delivering on time.

With a reputation for offering top-quality products and delivering on time, McNaughton-McKay has become a trusted business partner to the clients it serves.

### Automation Outcomes:



Deliver products on time  
with 100% accuracy



Eliminate manual order processing



Create an incredible customer  
experience

### Solution Used:



Sales Order Automation



**I was skeptical at first but this really does save my team a ton of time.**

Jag S.

Mid-Market (51-1000 employees)

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# Royal Brass & Hose

## Automates Manual AP and Order Processing



**Industry:** Distribution

**Market Sector:** Machinery Wholesale

**Segment:** Mid-Market

Royal Brass & Hose is a leading distributor of high-quality mobile-equipment products, such as hydraulic and pneumatic parts, hoses, fittings, fasteners, and adapters. From 1949 to today, Royal Brass & Hose enables customers' growth and success by providing high-quality products, relentless integrity, and superior service.

### Automation Outcomes:



Accelerated invoice and order processing speeds



Enabled invoice reconciliation in seconds



Relieved hiring pressures



Refocused staff on enhancing customer service

### Solutions Used:



AP Invoice Automation  
Sales Order Automation





**Their continued development and growth in solutions supporting our business objectives firmly establishes Conexiom as a partner in our business.**

Craig M.

Logistics and Supply Chain, 501-1000 employees

**[Read full review on Capterra](#)**





# Standard Electric

Accelerates Order-Processing Speeds  
by 88% with 100% Accuracy

**STANDARD**  
**ELECTRIC**

**Industry:** Distribution



**Market Sector:** Electrical Wholesale


**Segment:** Mid-Market


Since 1952, Standard Electric has been serving America's electrical needs. Over the years, they have grown to include nine locations with more than 120 employees.


As one of the Northeast's largest electrical suppliers, they offer solutions for light, conduit, wire, power distribution, data communications, automation and controls, energy savings applications, and electrical supplies.

## Automation Outcomes:


 Transition from manual order  
 processing to touchless automation

 Achieve 100% data accuracy

 Accelerate order processing  
speeds by 88%

 Reallocate staff to improve  
customer experience

## Solution Used:

 Sales Order Automation



**Flexibility, 100% accuracy, ability to build in business rules allowing touchless order processing, intuitive and user-friendly interface.**

Daniel P.

Enterprise (> 1000 employees)

**Read full review on G2**





# Swagelok Northern California

Eliminates 40+ Hours  
of Manual Entry per Week



**Industry:** Manufacturing

**Market Sector:** Fluid Power Systems Wholesale

**Segment:** Enterprise

Since 1947, Swagelok Company has designed and manufactured high-quality fluid system products. Today, Swagelok is a \$2 billion company with 5,400 associates, 20 manufacturing facilities, 6 global technical centers, and a network of 225 sales and service centers in 70 countries.

Swagelok Northern California serves as the sales and service center serving 58 counties of northern California and northwestern Nevada.

## Automation Outcomes:



Process orders in minutes rather than hours with 100% accuracy



Eliminate unavoidable human error tied to manual entry



Reallocate hours spent on manual order entry to serving customers



Improve job satisfaction and team spirit

## Solution Used:



Sales Order Automation



# It's a win for everyone.

Ben C.

eCommerce Logistics and Supply Chain, 51-200 employees

**[Read full review on Capterra](#)**





# Werner Electric Supply

Streamlines Order Cycle Time, Re-Invests Resources to Improve Customer Experience



**Industry:** Distribution

**Market Sector:** Electrical Wholesale

**Segment:** Mid-Market

Werner Electric Supply has been serving the electrical market in Wisconsin and Michigan since 1948. Werner has a wide inventory of more than 24,000 different SKUs and strives to go above and beyond to serve the needs of their customers in more than 10 locations. The company provides customizable solutions that make a difference to their customers.

## Automation Outcomes:



Reach an average time savings of approximately 6,263 hours per year



Re-invest staff resources to develop outstanding customer relationships



Process approximately 20% of sales revenue through Conexiom



Improve order cycle time and reduce errors

## Solutions Used:



Rules-Based Order Processing  
Sales Order Analytics



**Conexiom is definitely worth implementing.**

Lisa A.

Enterprise (> 1000 employees)

**[Read full review on G2](#)**





# Explore Even More Automation Outcomes

Modern businesses across the globe trust Conexiom to deliver increased productivity, enhanced visibility, and an elevated customer experience.

Visit the Conexiom Customer Success Hub to learn how customers use Conexiom to transform digital documents into touchless outcomes...



## About Conexiom

Conexiom is a SaaS automation solution. Conexiom helps customer service, operations, and financial teams transform their manual processes into touchless outcomes with 100% data accuracy. Modern businesses across the globe, such as Grainger, Genpak, Prysmian, Rexnord, USESI, and Compugen trust Conexiom to increase productivity, deliver greater profitability and improve the customer experience, while eliminating unnecessary cost and errors. Conexiom is based in Vancouver, BC, and has offices in Kitchener, ON, London, England and Chicago, IL.

For more information visit [www.conexiom.com](http://www.conexiom.com)