

# Order to Assemble Process Automation for a Leading High-Tech Company

We selected Comindware because of the unique flexibility and the ease of use of the system. Key team members immediately got access to the system and were able to adapt the software to their business needs - requiring no IT help.

*Matthias Krostewitz,  
Head of Business Development*

**CAPTRON**

**COMPANY:** Captron

**LOCATION:** Germany

**TYPE OF BUSINESS:** Electronic sensor manufacturing

**COMPANY PROFILE:** The CAPTRON Electronic GmbH belongs to the leading high-tech companies in the field of sensor technology and is a well-known manufacturer of capacitive and optical sensors. It has more than 30 years of tradition and uncompromising orientation towards quality, innovation and development.

## Benefits

- ✓ **Flexibility.** The system was used as a "sand-box" for process definition and execution.
- ✓ **Automation & Control.** Replacement of Outlook-based task and process management.
- ✓ **Scaling.** The solution enabled quick scaling of the business without augmenting resources.
- ✓ **Efficiency optimization.** Increased individual performance thru unified workspace.

### Problem

Captron strategically focuses on exceptional flexibility in their product offer and custom solution development. Each Sales & Production cycle implies complex requirements gathering and validation as well as product configuration exactly in accordance with the specific custom requirements.

With the rapid territorial expansion and the customer base augmentation, it became increasingly challenging to manage incoming customer requests and perform a multi-staged Order to Assemble Process in Microsoft Outlook that often resulted in missing customer orders, corrupt order data and unacceptably long delivery times.

As a result, the Company was looking for an easy to use system enabling end-to-end management of the order to assemble process starting with order capture, down to technical product design and product manufacturing.

### Objectives

- Decrease Order – to – Assemble – to – Cash times
- Move away from Outlook-based Task & Process Management
- Enable business users to configure and change the system
- Increase group and individual performance
- Build a solution that can be gradually evolved with the business

### Solution

Comindware Tracker® solution was implemented in record short times by non-technical users and enabled automation of the end-to-end Order to Assemble process starting with order capture and quoting, to offer configuration and production. All system users in the Sales, the Marketing and the Engineering departments noted the exceptional ease of use and effortless adoption of the solution.

Comindware Solution served as a “sand-box” for all key Sales & Production process contributors, which allowed to start immediately with simplistic workflows, this way enforcing operational efficiency and control – to later iteratively grow task flows into multi-staged branched processes.

In next phases, Comindware Solution will be extended to work in integration with Microsoft Dynamics for Lead Management and Microsoft SharePoint for centralized Document Management.

### Results

- ✓ End-to-end automation of Order to Assemble process
- ✓ Increased order data quality and significantly reduced order fall-out rate
- ✓ Immediate positive effect on group and team productivity
- ✓ System fully configurable by business users with no dependency on IT
- ✓ Future-proof platform for further process optimization

It is a game-changer! With Comindware we have the freedom to design, configure – and change – our processes as often and as quickly as we need to – with no reliance on IT.

*Matthias Krostewitz,  
Head of Business Development*

### About Comindware

Comindware® is a fast-growing, global software company delivering innovative Work Management solutions that enable businesses to manage their operations with higher performance and efficiency. Aiming to optimize team work through a complete professional suite across the enterprise, Comindware provides a full set of Products and Services for predictive Project Management and adaptive Business Process Management based on the industry 1<sup>st</sup> pre-integrated enterprise Collaboration Platform.