



# IMPROVING ORDER-TO-CASH PERFORMANCE

Titan Software and Renovatio Cloud Solutions partner up to bring speed, visibility, and accuracy to every phase of order processing.

INDUSTRY: TECHNOLOGY  
LOCATION: HQ IN FRISCO, TX

## THE CHALLENGE

When a business receives customer purchase orders, the process of entering data, handling approval workflows, and creating sales orders can determine how much efficiency the business is capable of achieving. Manual processing of sales orders is labor intensive, error prone and time consuming, which ultimately requires costly resources to manage each part of the process.

Titan Software and its customers were both tired of spending an unjustifiable amount of time dealing with unclear workflows, lacking relevant information, and rekeying massive amounts of data into several systems just to process an order. They decided it was time to build a cloud based application that would automate the entire order-to-cash cycle.

## THE SOLUTION

Working in close collaboration with Titan Software's Chief Information Technology Architect, the Renovatio Cloud Solutions team designed and developed an application that automates every phase of order entry- from the receipt of a customer purchase order to the creation of a corresponding sales order in SAP. The application has the ability to handle most types of incoming order formats and make every order electronic and instantly accessible.



## RENOVATIO FILLED A NEED WITH AN ON-DEMAND CLOUD BASED ORDER PROCESSING SOLUTION WITH SAP INTEGRATION THAT STREAMLINES OPERATIONS.

### THE RESULTS

Order entry time has decreased by reducing the number of manual touch points. As a result, the customer experience has drastically improved. Customer Service Representatives have been able to focus more on value-added activities such as customer care and opportunity detection without Titan Software or its customers having to increase its headcount.

#### Key Takeaways:

- Faster Order Entry Time
- Decreased Order Processing Costs by 40%-60%
- Enhanced Order Visibility and Retrieval Turnaround time reduced through various automation steps
- Improved Customer Satisfaction

### WHY RENOVATIO

**Deep Knowledge & Expertise:** Renovatio's team took the time to understand our business requirements and work with us at all levels from technical architecture planning to the actual design and development of the application.

**Innovation:** We were impressed with Renovatio's ability to combine UI/UX design best practices to deliver a forward-thinking enterprise grade application.

**Speed:** Renovatio not only combined speed and quality, they were able to complement that with superior customer service.

**Flexibility:** Renovatio's agile approach made it easy to satisfy our evolving business needs and refine our processes, even once the engagement commenced.