Data Driven Applications

Our customer is a global retailer with over 2700 stores across several countries. They needed help modernizing their order management system, which needed to be more automated and efficient. The Company also needed a complete system overhaul to provide fast and reliable delivery services to its customers. To overcome these challenges, they partnered with egen to help architect, design, and implement data-driven applications that could automate its order management process and improve its delivery capabilities. Egen helped design and implement this new system built using machine learning algorithms that could predict demand patterns and optimize inventory levels. It was also integrated with the Company's delivery network, allowing it to provide the fastest delivery services to its customers.

As a result of the data-driven applications, this Retailer was able to achieve the following results:

Improved Order Management

The data-driven applications allowed the Company to automate its order management process, reducing manual errors and improving order accuracy. This resulted in a 40% reduction in order processing time.

Increased Efficiency

The machine learning algorithms used in the system could optimize inventory levels, reducing overstocking and understocking. This helped provide a 25% reduction in inventory holding costs.

Cost Savings

The new system allowed the Company to optimize its delivery network using geo-location and geo-fencing techniques and smart routing, reducing delivery costs by 30%.

Improved Customer Experience

This enhanced delivery capability provided by the new system improved the customer experience, resulting in a 15% increase in customer retention and a 20% increase in customer satisfaction.

Overall, the data-driven applications allowed this global Retailer to automate its order management process, optimize inventory levels, and improve delivery capabilities. As a result, the Company saved millions of dollars and provided a seamless customer experience.