

CASE STUDY

Automating the Journey from Order to Delivery



Introduction to the Nexoma Consultants Pvt. Ltd.

At Nexoma Consultants, we specialize in empowering manufacturers through smart automation solutions designed for the next era of industrial innovation. Founded with a vision to modernize India's manufacturing ecosystem, we deliver cutting-edge technology services that streamline operations, reduce downtime, and boost productivity. From factory floor automation to enterprise system integration, Nexoma is your trusted partner for end-to-end industrial transformation.



AUTOMATION OF SALES-TO-DISPATCH

Our client is a mid-sized manufacturing company supplying goods across regional markets. Their existing order-to-dispatch process was entirely manual, leading to inefficiencies, delays, and limited scalability.



Process Flow

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graph LR; A[Process Flow] --> B[Order Placement : Sales person place order via a whats-app group  
Challan Preparation : A back-office employee manually writes challans on paper]; A --> C[Challan Submission : The handwritten challan is clicked as a photo and sent to the Head Office]; A --> D[Invoice Creation : An accountant manually creates invoices based on the challan photo];
```

Order Placement : Sales person place order via a whats-app group
Challan Preparation : A back-office employee manually writes challans on paper

Challan Submission : The handwritten challan is clicked as a photo and sent to the Head Office

Invoice Creation : An accountant manually creates invoices based on the challan photo

Challenges Identified

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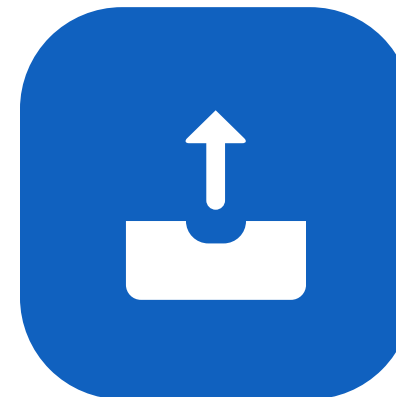
**Human errors in manual
challan writing and
invoice preparation.**



**Order tracking difficulty
due to informal
WhatsApp
communication.**



**Time delay between
order placement and
dispatch.**



**Scalability limitations as
dispatch size grew.**

Our Automation Solution

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We implemented a custom CRM-based Sales Automation Module integrated with invoice generation and printing workflow.

Key Features Delivered

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Sales Portal Access

Salespersons place orders through a mobile/web app (with WhatsApp API integration) Every salesperson received secure login credentials to a centralized portal.



Centralized Cloud Storage

The system generates GST-compliant invoices instantly after order entry. All challans & invoices stored in a secure, accessible database.

Digital Order Entry

System creates digital challans instantly with unique IDs and Orders are now placed directly through the portal, eliminating Whats-app.



Real-Time Notifications

Sales, Accounts, and Dispatch teams get instant alerts on order status.

Key Features Delivered

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Dispatch & Delivery Tracking

Integrated tracking system for dispatch coordination



Instant Printing at Plant

Invoices are automatically printed at the plant for packing and dispatch.



Error-Free Data Flow

Eliminates manual entry errors and data duplication.



Analytics Dashboard

Real-time visibility for head office and management to monitor orders, invoicing, and dispatch status.

After Automation : Key Outcomes



Metric	Before Automation	After Automation
Order Processing Time	30–45 mins	< 5 mins
Human Errors in Invoices	Frequent	Near Zero
Dispatch Volume	600–700 orders/day	2000+ orders/day
Communication Gaps	High	Eliminated
Order Tracking	Manual	Real-time dashboard

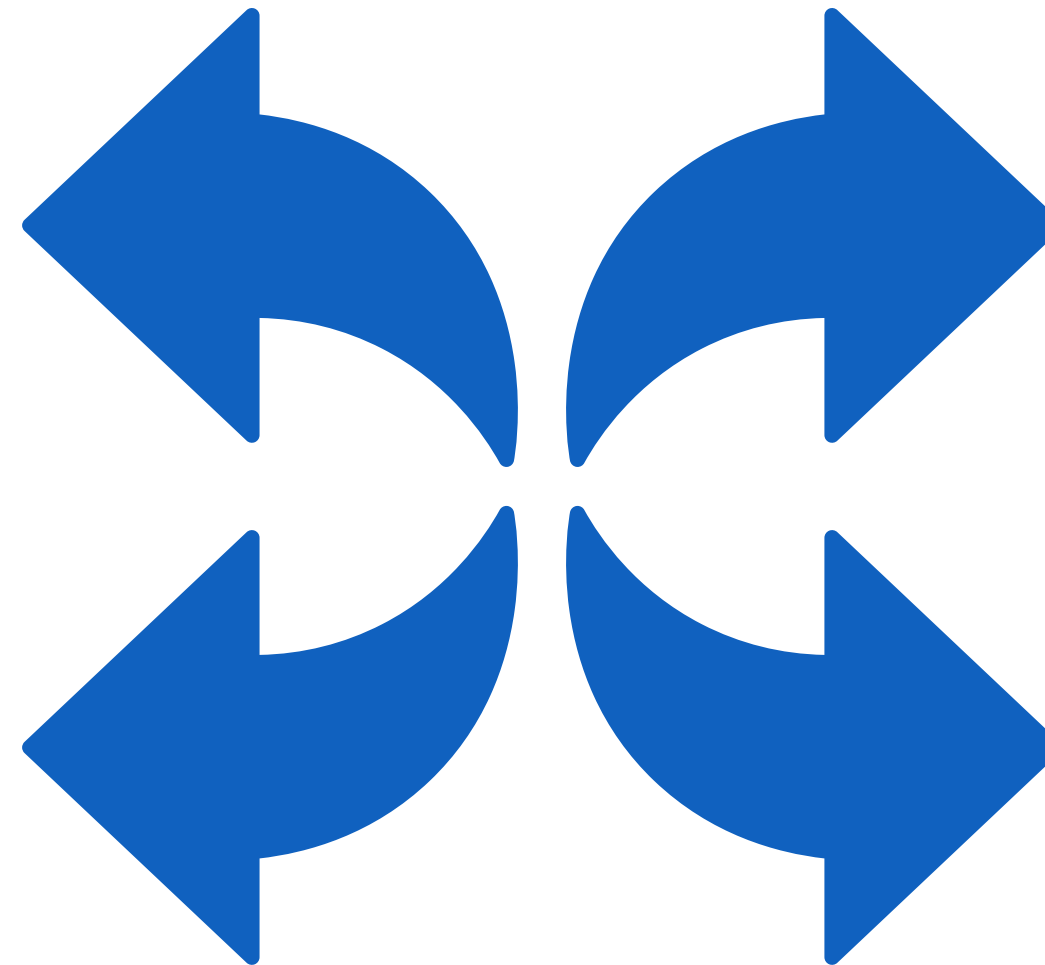
70% Reduction in Order Processing Time

3X Increase in Daily Dispatch Capacity

Improved Accuracy & Compliance

Real-time Order Monitoring for Management

Fully Scalable Process to Support Growth



THANK YOU

Call Now.
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