

## CASE STUDY



# Order Management System

## Summary

Our customer is a leading Fortune 50 company and a provider of Environmental, Energy and Industrial services throughout North America. The company serves a diverse customer base across a broad range of vertical markets, which includes a majority of the fortune 500 companies numerous federal, state, provincial and local governmental agencies, and over 200,000 small and medium sized businesses.

The customer's Used Motor Oil Business unit was heavily dependent on manual process for receiving and processing purchase & selling orders of Used Oils, Lube Oil and Allied Products from various internal and external customers. The order processing was done by receiving orders on phone by a CSR and then manually process one order at a time. Vertex assessed a need for an automated application to cut down on the cumbersome manual process by developing a custom solution.

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## Business Challenge

Our customer's Used Motor Oil Business had multiple orders flowing in and out for the purchase and selling of used oil and its allied products, the whole process was managed that allowed manually by a CSR who is responsible for capturing the orders and then processing them. The CSR was responsible for capturing the order data and processing the order. The status of the orders was being masked by the manual process and the customers had no information about the status of their order, which led to incorrect orders translating into low revenue and losing order opportunities.

## Vertex Solution

Vertex MIS Program Manager along with the customer's strategic team, assessed the problem faced at the customer's Used Motor Oil business unit and developed a custom E-Commerce Portal internal partners, 3rd party blenders, and external users to place their orders (Create Call Sheets) and also track the process flow to enable status notifications.

## Solution Highlights

Vertex's solution enabled the Used Motor Oil Business unit to eliminate the dependency on CSR for capturing the orders and processing them, allowing the end users (Our Customer's Clients) to place orders and track the status as per their convenience. A single solution to various problems faced by Maintenance Locations, 3rd Party blenders, Internal Partners, Distributors and end users.

## BUSINESS VALUE

- Increase in profits
- Feasibility for end-users to order at their convenience which generated additional revenue
- Simple process to enable the end-users to track the status
- Real-time Updates and reports on order status and process
- Easy to analyze order data for Bulk, Packaged and hybrid orders

## About Us

Vertex is a CMMi Level-3 IT consulting organization that engages with its customers at a strategic level and provides 'thought leadership'. Vertex's team of Solution Scientists craft innovative solutions, with a holistic view, that make businesses smarter. Vertex acts as an advisory partner, aligning its offerings with the business goals and objectives of its customers.



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