Incture®

A global leader in the innovative technology of performance additives streamlines their Supplier Onboarding

Introduction

The SI Group is a global specialty chemical company that provides innovative solutions for a wide range of industries, including adhesives, plastics, rubber, fuels, lubricants, and more. The company was founded in 1906 as Schenectady Varnish Company.SI Group operates in more than 90 countries . The products manufactured are essential to many diverse industries and applications, creating extraordinary results.

Benefits

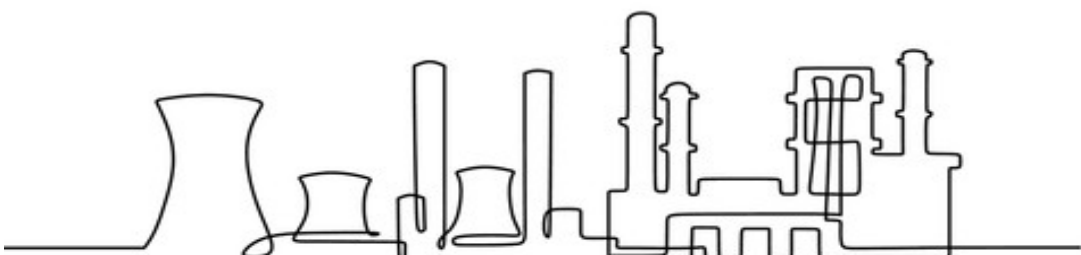Comprehensive Industry Expertise

Global Product Portfolio

Strong Market Presence

The Challenge

Streamlining Supplier Onboarding process

The customer is on the journey of captivating customers at every level through quality, ,performance , and durability of countless items they produce.

Manual, error prone onboarding : Reliance on manual processes led to frequent errors and inefficiencies and lengthy onboarding cycles resulting in loss of productivity.

Regional process variance : Inconsistent processes across regions created operational discrepancies and challenges.

Poor data quality : Absence of standardized data practices allowed regions to implement their own rules, compromising data quality and leading to reporting challenges.

Disrupted Supply Chain : The inefficiencies in onboarding and data management contributed to a fractured and ineffective supply chain.

Lack of Global Visibility : Limited visibility into the onboarding process prevented the company from leveraging benefits of global sourcing.

Recognizing the need for a more streamlined and efficient supplier onboarding solution, the customer decided to migrate to Cherrywork Business Partner Onboarding Solution.

The Solution

A Comprehensive Approach to Improved Vendor Onboarding

Cloud-Based Customer Onboarding Application: Deployed a cloud-based platform to automate and streamline the customer onboarding process, reducing manual errors and increasing efficiency.

Customizable Workflows and Business Rules: Enabled flexible workflows and business rules that can be tailored to specific regional or organizational needs, ensuring consistency while accommodating local requirements.

Integrated Risk Management: Incorporated risk management features within the platform to assess and mitigate risks during the customer onboarding process, ensuring compliance and minimizing exposure.

Seamless Integration with SAP ERP: Integrated the application with the backend SAP ERP system, allowing for smooth data flow and synchronization between customer onboarding and existing operational systems.

The Result

Improved efficiency and data integrity in Supplier Onboarding

Key Outcomes:

Streamlined Customer Onboarding process: Achieved a faster and more efficient customer onboarding experience by automating and simplifying previously manual processes.

Governance and Accuracy through Approval Workflow: Structured approval workflow to ensure governance, accuracy, and compliance at every stage of onboarding.

Integrated Risk Management: Incorporated risk management protocols into the process, allowing for early detection and mitigation of potential risks.

Real Time information access: Real-time access to critical customer data, ensuring teams have the information they need at their fingertips for better decision-making.

Business Impact

100% Streamlined customer onboarding process

60 New suppliers onboarded per month

3X Improvement in velocity of onboarding new suppliers

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