ORDERING CHANGE: A BETTER WAY OF PRICING, QUOTING AND BILLING

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You flick the switch and it just works. That's what customers expect of Leviton electrical products. But the experience of sales teams and distributors using the company's quoting and ordering system was very different. It was prone to errors, it was slow, it was expensive to run. And it was holding the company back…

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PROBLEM

As Leviton's business has grown over the years, the process for configuring and pricing product orders has become more complex. Problems arose and ad-hoc solutions were found and applied to the mainframe-based system – but with a gradual accumulation of short-term fixes, it eventually began to show the strain. The company couldn't provide consistent and accurate pricing across multiple channels and locations, the slow turnaround times led to customer dissatisfaction, and the company was also concerned at the impact that even a small pricing error might have on the business.

Infosys was invited to help the company through a business transformation project that involved moving from the legacy system to Oracle R12 Quote2Cash.

SOLUTION

Quote2Cash comprised core capabilities of product configuration, pricing and quoting. This enabled external sales teams, partners, distributors and end-customers to access product catalog, product configuration as per their individual requirements, add these configurations to a quote transaction, apply dynamic pricing and submit them for approval to internal pricing, CSR and manufacturing teams. These teams would then be able to validate BOM (bill of materials), routing details and provide necessary approvals. Customers could log in as a registered customer or use 'quick registration', and use Oracle's e-commerce features to simply add selected configurations into a shopping cart.

Infosys created a design architecture that was future-proof – taking into account Leviton's inorganic growth through acquisition. We also ensured that users maximized the value of the new system through 'User Productivity Kits', video-based training modules that helped existing and new employees learn quickly how to use it.

REPLACED SEVEN

DIFFERENT LEGACY SYSTEMS WITH SINGLE ORACLE R12 IMPLEMENTATION

PROCESSING TIMES FOR LARGER QUOTES REDUCED FROM

5 MINUTES TO 30 SECONDS

60 PERCENT

REDUCTION IN QUOTING INACCURACIES

QUOTE CYCLE TIME
REDUCED BY 20 PERCENT

With integrated configuring, quoting and ordering functions, the process was both faster and more accurate. The process was made easier by intuitive UI and guided selling functionality for sales teams and distributors. Quote cycle time was reduced by up to 20%, leading to an increased probability of deal closure, and the company reports a 60% reduction in quoting inaccuracies – resulting in fewer problems during fulfilment.

Now, if sales teams need a quote, they just click – and it works.

WE DID THIS FOR THEM.
WE CAN DO IT FOR YOU.

Find out more about how we can help you modernize your legacy apps. Reach out to us at askus@infosys.com

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