



Customer Success Story

Optimized Inventory For Increased Cash Flow

Challenges

- A world leader in production of vision therapy products was challenged with a growing number of backorders due to poor visibility on inventory resulting in increased shipping costs and delayed ship times.
- The sales department was strained by maintaining manual processes and inputs that were time consuming, making it difficult to identify top selling products in real-time.
- Purchasing teams lacked visibility into real-time updates related to price increases, making it difficult to compare pricing between vendors.

Solutions



Conversational Analytics

Seamless deployment of ConverSight's AI assistant on top of Natural Solution's ERP system to access valuable information through simple questions



Real-Time Insights

Provided a real-time 360 degree view of inventory statuses in mobile and web interfaces.



Personalized Dashboards

Generated personalized dashboards with key metrics and uncovered insights, shareable with key stakeholders and collaborators.

Results

Increased visibility for improved end-to-end manufacturing and distribution performance.

10%

Reduction in product backorders

15%

Reduction in shipping costs

7%

Improvement in margins

Benefits

- Instant access to otherwise hidden secrets, accessible for all
- Personalized insights based on roles and department
- Higher visibility and interaction for leadership teams