



Family-owned Firm Slashes Time, Boosts Accuracy for Key Front-office Task

RPA Express Case Study

“RPA Express has lowered the work pressure for my employees and saved me an extra FTE.”

Johan De Krom, Owner, De Krom



Customer

Dutch paving company De Krom, a mid-size family-run firm

Problem

The firm spent 16–24 hours per week on a time-consuming data entry process that involved collecting documents, checking prices, supplier and order lines and routing reports on 50–80 work orders for sub-contractors. Timely execution of this process is vital to the firm’s success as it ensures that its core service (road construction work) is not delayed. As such, the two front-office employees were constantly overwhelmed and forced to work weekends to keep up.

Solution

De Krom’s front-office employees teamed up with automation advisors from Peacock Insights, a boutique consulting firm. Together they reviewed the process, created an automation workflow, and deployed it with RPA Express within about 60 hours. Currently, all these tasks are performed by RPA Express.

Automated Workflow



Bot checks order template, performs data validations



Bot processes orders in ERP system, archives them



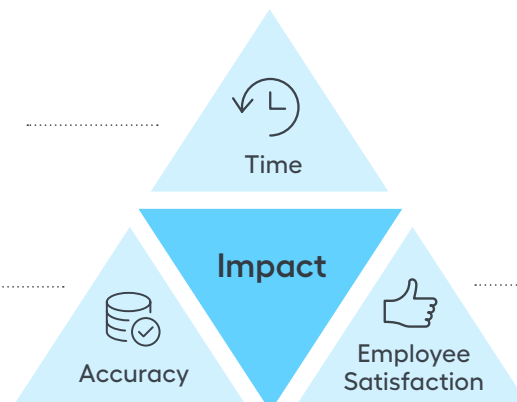
Bot converts template to PDF file, emails copy to supplier



Bot reports processed orders, flags exceptions

Processing time improved by **90%**, down from an average of 20 hours per week to 2 hours per week.

Document-handling accuracy increased from 60% to **98%**.



Employee satisfaction improved as stress and overtime were reduced and workers can focus on more meaningful tasks, such as cost-control monitoring, helping project managers, and assisting with sales.