Automation fast-tracks outcomes for a food and beverage major

Implementing automated check-in processes is crucial in achieving smooth material management, particularly when dealing with 35 manufacturing plants and numerous external touchpoints. Therefore, when our client expressed their desire to transition from traditional check-in procedures to a fully interconnected ecosystem driven by self-service kiosks, we understood that addressing this challenge would necessitate harnessing our top-notch expertise.

Client in spotlight

Our client, a family-owned and operated business since 1963, holds a prominent position as a top supplier of premium yet affordable bottled water to a geographically diverse population across the United States. Over the years, the company has experienced tremendous growth, evolving from a home and office delivery service provider to now serving a wide range of customers with an unwavering commitment to delivering superior quality, competitive pricing, and exceptional customer service.

Key challenges

01 With the **absence of an automated enterprise system,** our client faced challenges in managing their processes seamlessly, leading to further delays.

02 Due to **manually driven data entry practices,** the risks of expensive errors were high. Furthermore, valuable resources were stretched thin, diverting attention from more crucial and high-priority tasks.

03 Outdated tools resulted in **persistent data inaccuracies,** impeding optimal performance and necessitating a significant investment of time to analyze and validate cost expenditures.

Solution

We utilized **advanced automation techniques** to create user-friendly **self-service kiosks** that enabled trailer drivers/owners to perform automatic check-ins. This implementation proved highly successful as it minimized the need for manual intervention by internal staff, resulting in **accelerated process timelines** and an **enhanced user experience.** With employees freed from repetitive tasks, they could engage in more strategic, results-oriented responsibilities, ultimately contributing to improved operations for our client.

To support our client's needs, we developed a comprehensive, integrated self-service kiosk application that **facilitated the monitoring of trailer check-ins and check-outs** across multiple facilities. Furthermore, we created check-in and check-out apps that provided trailer drivers/owners with real-time information on plant capacity, allowing them to determine the optimal time and date for delivery and dispatch.

We also developed **automation apps for asset audits,** simplifying the auditing procedures for our clients. These apps served as an effective platform for audit managers and executives to collaborate in real-time, ensuring the delivery of outcomes that fostered trust. With a **robust digital infrastructure** in place, errors were significantly reduced, leading to a **tenfold increase in the number of audits** conducted annually, from 10 to 100.

Insights and impact | Revolutionizing the food and beverage industry with technology

The **food and beverage industry** is transforming as businesses increasingly **leverage technology** to enhance their operations. Innovative solutions are revolutionizing how we produce, distribute, and consume food from farm to fork. By **integrating advanced analytics** and **machine learning** into processes such as inventory management and demand forecasting, companies in the industry are optimizing their supply chains and reducing waste.

Smart kitchen technologies streamline food preparation, improve efficiency, and ensure consistent quality. Moreover, the **rise of digital applications** further simplified the ordering and delivery process, catering to the growing demand for convenience and personalized experiences.

With the advent of technology, traceability and **food safety have reached new heights,** providing consumers with greater transparency and trust in the origin and quality of their food. These advancements not only drive operational efficiency but also **enhance customer satisfaction,** shaping the future of the food and beverage industry in an increasingly technology-driven world.

Increased	**Accelerated**	**Enabled**
Ease and speed of check-in and check-out processes	Shop floor performance for higher efficiency	Optimal experiences for trailer owners and drivers