VRJ SOLUTIONS

Digitalising Business Processes

About Us

Who are we?

- Mid-sized company
- Electronics products
  - Mobile phones
  - Home appliances
  - Smartwatches
  - Computers
  - Etc.

Internal

- Declining sales in the offline business
- Manual processes
- Old fashioned and slow systems

External

- Growing demand for ecommerce
- Competition from online businesses
- Unforeseen challenges - Corona

Challenges faced at VRJ Solutions

SOLUTION

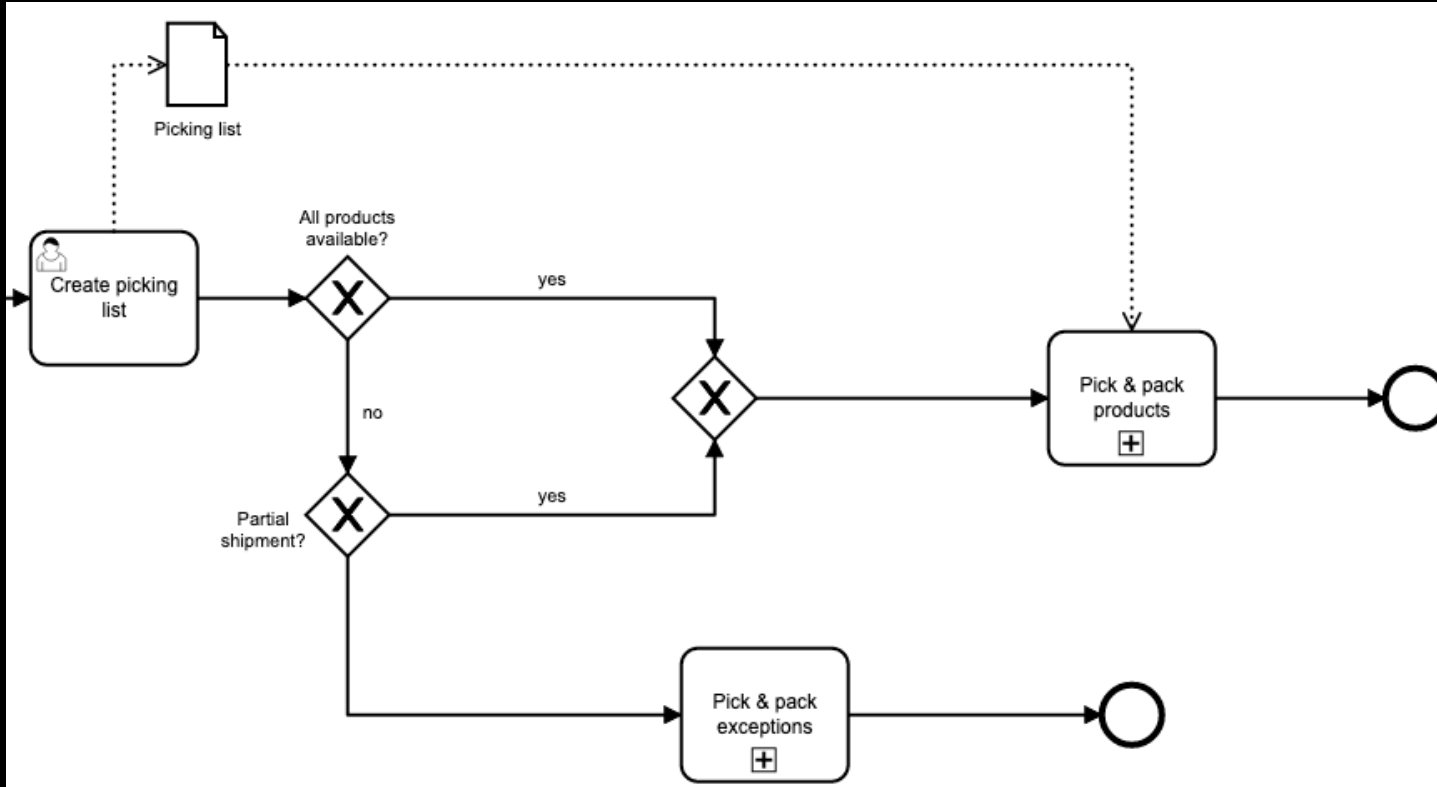Smart inventory system

Automate user tasks

New DWH

Outsourcing shipping

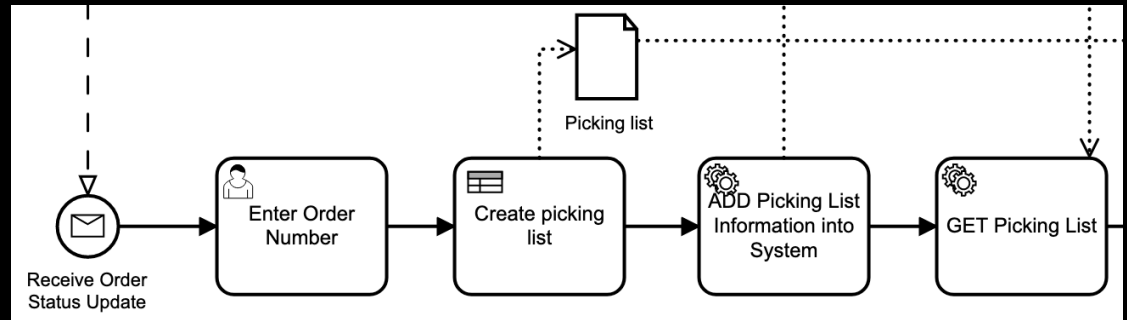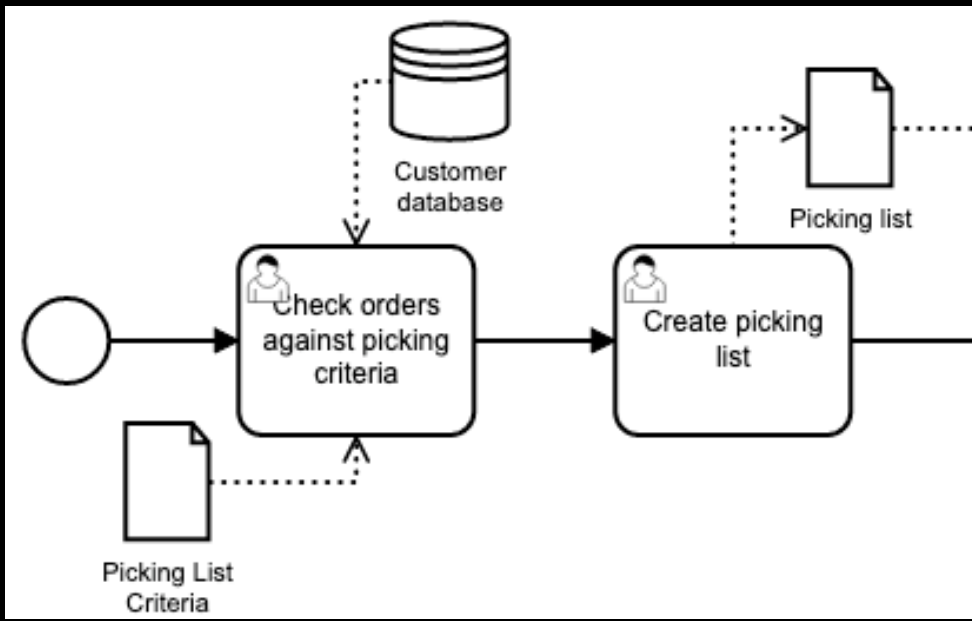Main Business Process Changes

Smart Inventory System

- Connected to the ERP and eCommerce system it automatically tracks and updates inventory on the two systems

- Alerts employees when stock units are low and need to be replenished

- Cuts out the process of having to check if all items are in stock for a particular order

Automating User Tasks

- To save time & money and increase efficiency we want to automate repetitive tasks

- This will allow us to scale up our online business and sales

- It will also reduce errors due to human oversight leading to higher customer satisfaction

To set ourselves up to the newest BI standards we want to opt for a DWH instead of separate DBs

The DWH will act as a single source of truth eliminating redundant data and mistakes

Opportunity to clean up our data structures to enhance data quality and consistency

It will enhance decision making due to better insights and allow for more confident forecasting
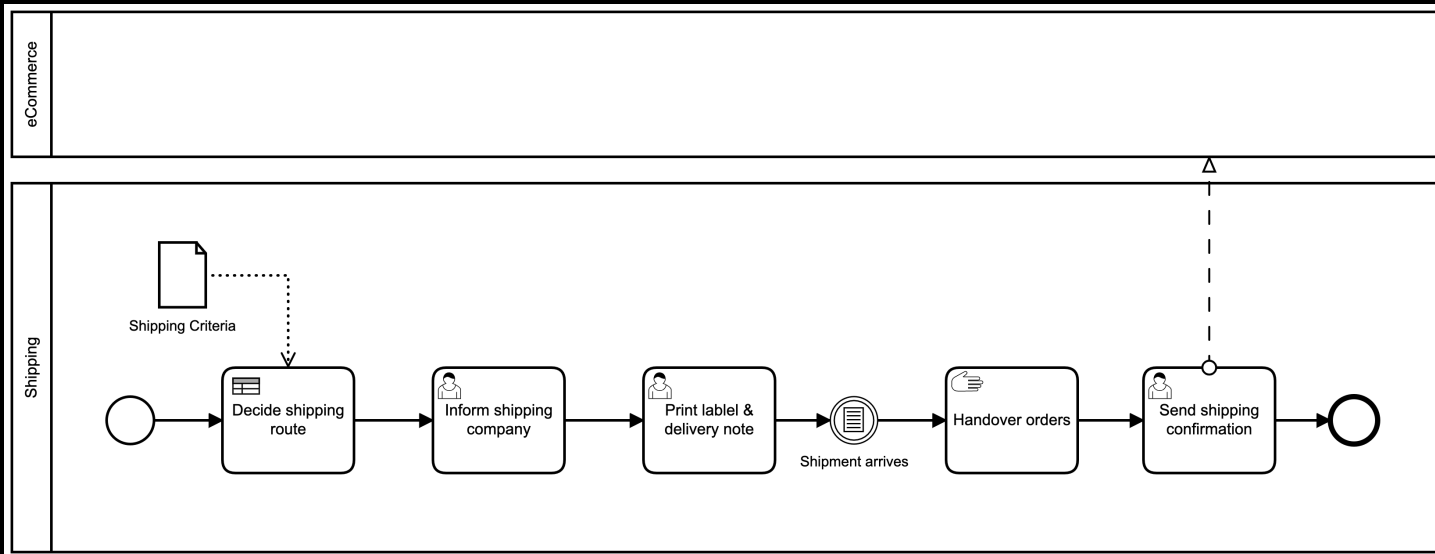
Adding a new DWH

Outsourcing Shipping

As demand in the online business is increasing, we propose to outsource shipping to a third party provider who is an expert in this area

This will allow us to focus our resources into other areas

What do these changes achieve?

Automate manual processes saving time & money

Enable us to become more competitive with up to date technology and BI

Making our business model more agile for unforseen challenges

Making our business model more scalable for increasing customer demand

Satisfying our customers needs for online retail vs offline
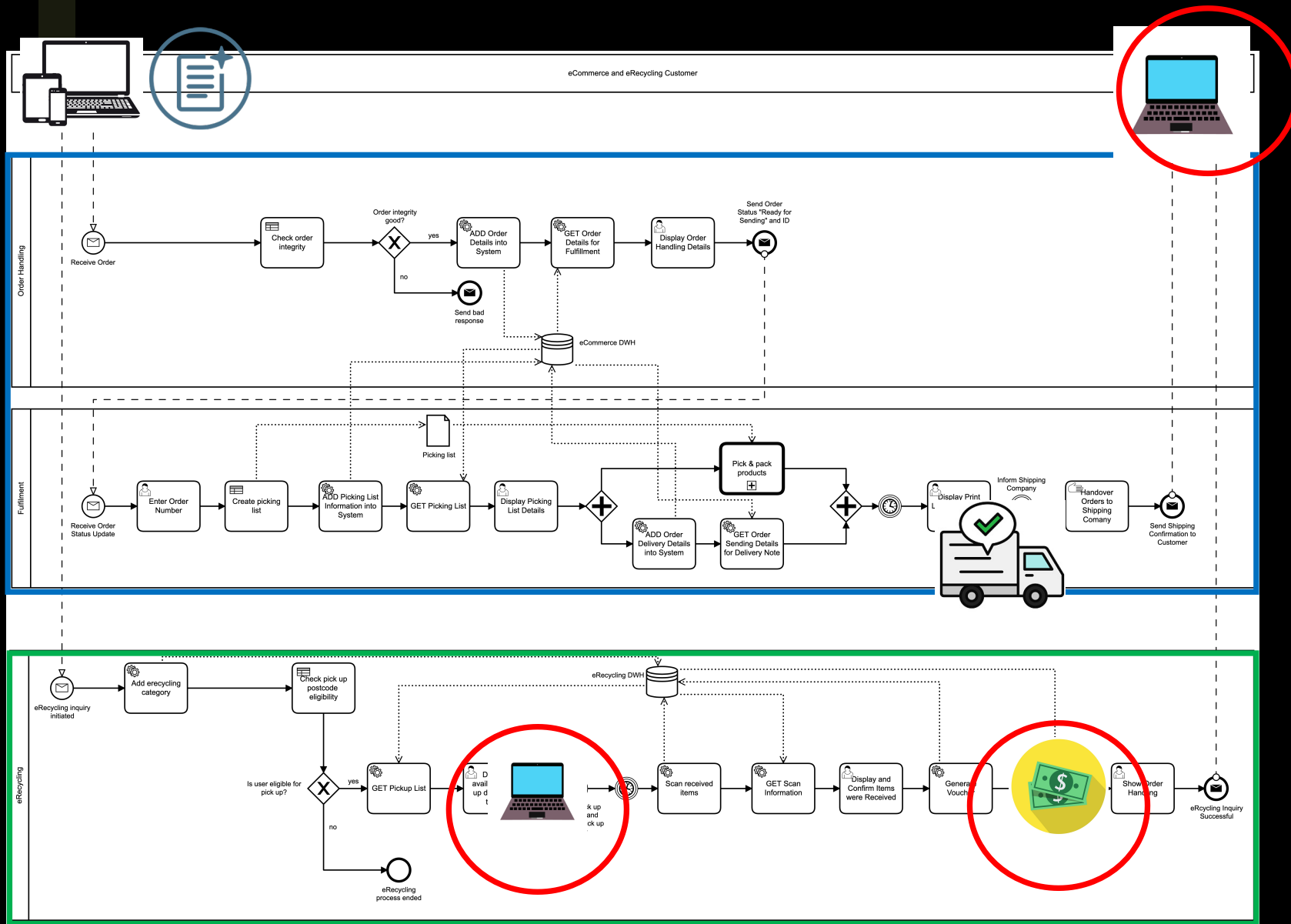
- Customer Order
- Hand over order to shipping partner dispatch
- Delivery confirmation
- Product delivery by the shipping partner

- eRecycling inquiry
- Product pick-up and delivery by Partner
- Product return voucher

New Digital Business Opportunity

eRecycling as Business Enrichment

Green certification

Reusing electronic waste

Product life cycle data collection

Profit maximization through synergy effect with the product order process

Strengthen customer loyalty