

Dispatcher
Phoenix
Use Case
06

Hospitality Equipment Brand = Manufacturing / Retail =

CUSTOMER PROFILE

- Manufacturing & retailing high quality equipment focused on office, kitchen and janitorial products designed for hospitality market.
- Company based in Sydney Australia with 100 - 199 employees

KM SALES

- BAU Direct Sales

CUSTOMER NEEDS

Customer was using Umango (a local BAU solution) and had too many points of failures in the process so we wanted to replace with Dispatcher Phoenix for managing Packing Slips and Invoices, sending them to SharePoint Online.

SOLUTIONS

> Dispatcher Phoenix base + Office Package with 3 bizhub MFP with Advanced OCR, Convert to Searchable PDF and Convert to MS Office options

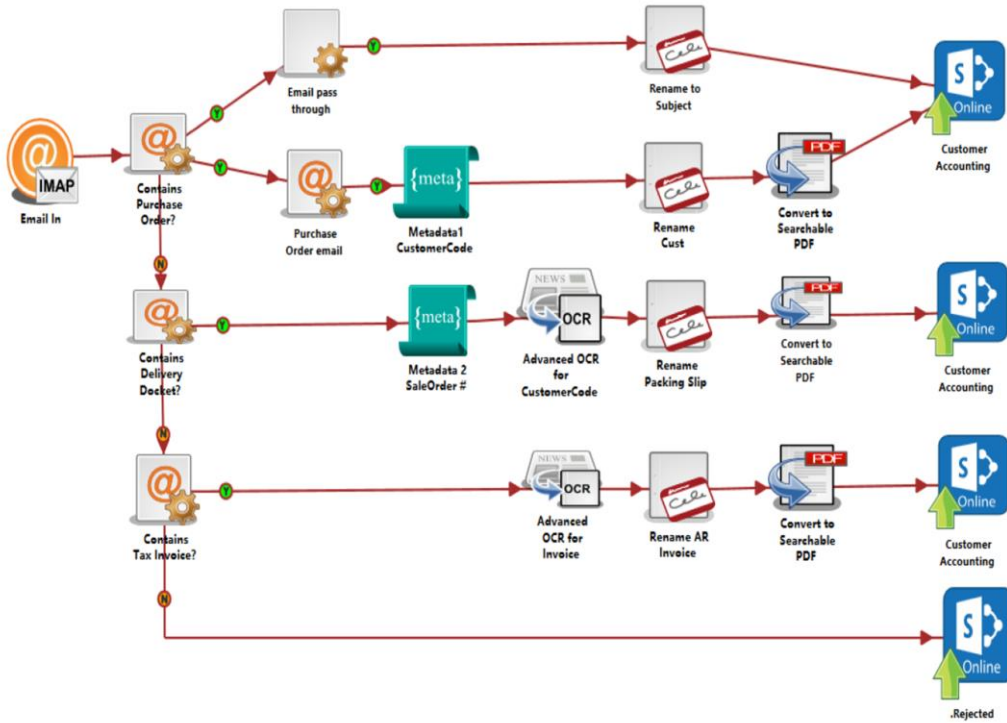
KEY SUCCESS FACTORS

Stability with the system and ability to manage multiple email addresses with one active input.

ADDITIONAL INFORMATION

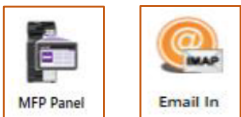
- Deployed workflow as illustrated below:

Workflow Overview

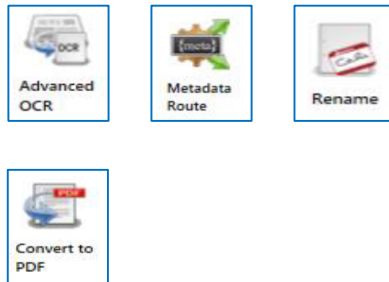


- Dispatcher Phoenix captures emails, capturing metadata about those emails and utilizing that info in the workflow. After capturing meta data it further stores the output to the same folder every time in SharePoint Online.
- Original requirement was to dynamically create folders from metadata, however the SharePoint Online connector does not currently support this capability so we had to configure the output to the same folder every time in SharePoint Online at the moment.

CAPTURE



PROCESS



DISTRIBUTION

