

# IBIDEN USA Eliminates Error-Prone Manual Processes with HULFT

## Customer Highlights

### In just four months:

- **24 percent reduction** in order processing time
- **42 percent reduction** in sales order entry time
- **Increased accuracy** of order processing, pricing, and accounting

### In one year:

- **81 percent reduction** in order processing.
- **Employees can now focus** on more skilled and strategic tasks.

Manufacturing | [HULFT Integrate](#)

## A century of innovation

IBIDEN Co. Ltd is a leading manufacturer of electronics, advanced ceramics, automotive and housing materials, and other raw materials for various industries. With nearly 14,000 employees around the world, the 100-year-old manufacturing pioneer is known for its emission-reducing diesel particulate filter. It is also one of the first Japanese suppliers recognized by Apple for only using recycled energy to manufacture all its parts for Apple.

An innovator in sustainable, renewable energy, IBIDEN Co. Ltd. began its operation as a hydroelectric power generator and, to this day, still operates three hydroelectric power plants. IBIDEN-owned cogeneration systems power the company's current facilities.

All of IBIDEN is growing within new communities and spreading the "IBIDEN Spirit," - a dedication to teamwork, innovation, trust, integrity, and corporate responsibility - as it expands to meet customer demand for new commercial products that improve efficiencies and capabilities.

## Mired in manual processes

IBIDEN USA, a sales division of IBIDEN Co. Ltd., offers a wide variety of parts to meet customer needs; but between its diverse catalog and complex inventory structure, the company found itself stuck in outdated processes.

With orders consisting of 10-20 various part numbers and several delivery locations, IBIDEN's four-person fulfillment team spent much of its time in logistical grunt work. Forecasts and shipping requests were received by the warehouse, turned into orders, which were then sent to the accounting team to manually enter into the system.

Changing prices and similar part numbers meant the IBIDEN team had to regularly cross-check them. Often, employees were spending 15-20 minutes just entering orders and the overall end-to-end process was time-consuming and error-prone.

"Once something goes wrong, it spreads because the data is not linked together," said Mr. Atsushi Uchida, President and CEO of IBIDEN USA. "It's a complex inventory management process that creates additional work for the accounting team and impacts the close of books. It puts pressure on the team to rush, which potentially generates more mistakes."

“HULFT took a holistic approach to the problem. They were very focused on solving the issue.”

Atsushi Uchida, President and CEO of IBIDEN USA

### The search for a solution

IBIDEN needed a partner to help them streamline and automate the ordering process and embarked on a search for a cost-effective, easy-to-use solution that would also directly import the pricing, inventory and ordering data. After considering other cloud offerings such as Salesforce, IBIDEN selected HULFT Integrate.

With HULFT, we didn't have to change our internal systems or software programs. HULFT acts like a bridge, so it's not disruptive,” said Uchida

### A complete automation process for order, shipment, and price tracking

The HULFT Professional Services Team stepped in to develop a plan for IBIDEN, and the team's consultative approach set the program up for success.

“HULFT took a holistic approach to the problem,” said Uchida. “They were very focused on solving the issue, and they were looking beyond the HULFT Integrate implementation or the sales of the software itself. They came into our processes, and even interviewed our staff to understand what was going on and understand the data.”

### Live on HULFT Integrate in four months

By laying the groundwork in advance, the HULFT Professional Services Team had defined 80-90 percent of the project before it started. The HULFT team extended the power of HULFT Integrate for a comprehensive automation cycle:

- Automated multiple-item entries. Item entries arriving from storage warehouse are usually listed multiple times. To prevent inaccurate inventory tracking, HULFT created a new system that automatically consolidates repeated items into a single entry.
- Automated consolidation of prices. Previously, item prices - which were tracked in an external spreadsheet - had to be cross-referenced with a separate data source to confirm accuracy. Errors occurred when or if the items stated in the emails did not appear in the pricing spreadsheet. HULFT Integrate leveraged these data sources and automates the entire process, enabling IBIDEN to determine aggregate prices for combined items.
- Automated error reporting. To ensure consistency and that internal errors are not repeated, HULFT created an automated error reporting system that gathers all historical transactions and analyzes why mistakes happened in the first place.

Within four months, IBIDEN was live with HULFT Integrate, an intuitive data integration and processing solution that allows organizations to connect with over 80 different data sources minimal coding. Using HULFT Integrate, IBIDEN's data-dense emails can now be matched to both customer and pricelist, and then extracted in a file format that is automatically uploaded into the Microsoft Dynamics database.

"Up until the kickoff to go live, and all the way through, the HULFT team was on our side," said Uchida. "They were very responsive to our questions, and overall we are delighted with the outcome. The manual entry is now almost eliminated, which allows our staff to be more productive."

### Immediate time-savings and accuracy

Upon implementation, the team experienced immediate results. In just four months, IBIDEN reduced the total order processing time by 24 percent. Employees were able to enter sales orders 42 percent faster than before.

One year later, time-savings were even more significant with a reduced order processing time by over 80 percent. With improved employee and workplace productivity, IBIDEN's management team has been able to train and utilize their people for higher skilled and more strategic initiatives.

"When people are focused on too many repetitive and manual tasks, they can easily become bored and disengaged. By equipping them with the right tools through HULFT, we were not only able to streamline a time-consuming workflow, but up level employee skillsets for more meaningful work."

### About HULFT, Inc.

Companies today work way too hard for data. HULFT believes it should be the other way around. IT spends far too much time and money connecting silos and maintaining hand-coded scripts, just to make data work for the business. HULFT provides a single global platform that allows IT to find, secure, transform and move information at scale. HULFT's seasoned data logistics consultants uncover hidden pain points, automate tedious manual operations, and streamline data flow worldwide. For 25 years, HULFT has helped more than 10,000 customers automate, orchestrate and accelerate their global data logistics, making it easier on IT and putting data to work for the enterprise.

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Visit us at  
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Call us at  
800-815-1518



Email us at  
[salesop@hulftinc.com](mailto:salesop@hulftinc.com)

\*HULFT Integrate is sold in the U.S. and is available in other countries under the brand DataSpider Servista