

## SEL Imperial implements Orbis TaskCentre® to streamline operational services



“Orbis TaskCentre® has streamlined a number of our manual business processes and achieved significant time and cost savings.” **Michael Bourne, IT Director for SEL Imperial.**

Microsoft Navision

**TaskCentre**®

The UK's leading Business Process Management Solution

### Business Requirements

- ⇒ To add automation and alerting to its Navision Attain application. Specifically, SEL required an application that could deliver real-time information on KPI's and financial exceptions such as VAT liability, company bank accounts and vehicle profitability levels.

### Solution Deployment

- ⇒ The extraction, formatting and real-time delivery of information for its Navision Attain system
- ⇒ The integration of all company departments through automated information monitoring and distribution
- ⇒ The establishment of a company 'need-to-know' program for the identification and automation of costly manual processes

### Business Benefits Delivered

- ⇒ Real-time monitoring and report generation for critical business processes, empowering decision-makers to respond to exception-based events.
- ⇒ Significant cost savings through the automation of business processes which historically required human intervention.

#### ► Company

SEL Imperial

#### ► Industry

Automobile

#### ► Geographies

United Kingdom

## Case Study: SEL Imperial

AUTOMATING BUSINESS PROCESSES

# TaskCentre

Orbis Software (UK)

SEL Imperial is the UK's number one importer and distributor of automotive panels and lamps. The SEL Imperial concept is to provide top quality aftermarket panels and lamps direct to the automotive trade throughout the UK.

Through being the single largest importer, buying direct from the manufacturers throughout the European Union and the Far East and delivering directly, SEL Imperial is able to keep its prices competitive, product quality high and provide an exceptional delivery service.

However, the marketplace for automobile panels and lamps is extremely competitive and contains a number of large distributors. Therefore, SEL Imperial wanted to not only streamline business processes on the movement side of the business but also improve support activities such as order processing and report generation.

**Orbis TaskCentre® enables the real-time monitoring and report generation of critical business processes.**

SEL Imperial's requirement was to develop real-time business notifications from within its Navision Attain ERP system but the estimated cost of this activity was considerable. Indeed, with further automation opportunities being identified all the time, the bespoke figure was

escalating at an alarming and unacceptable rate.

To resolve its demand for true automation and alerting capabilities and to escape the costs of bespoke development, SEL Imperial made the decision to deploy the market-leading BAM solution, Orbis TaskCentre.

Following Implementation, SEL Imperial monitored and generated real-time reports on business processes throughout the entire organisation. These included the daily movement of the company's VAT liability, bank accounts and the real-time profitability of transport vehicles. "Orbis TaskCentre provides our key decision-makers with real-time information on the profitability of all our transport vehicles" said Michael Bourne, IT Director for SEL Imperial. He went on to add, "It also intuitively monitors the relationship between stock levels and orders, supplier trade prices and delivery statuses. This means that transport profitability is maximised and that warehouse levels relate to actual market demand."

To ensure that the physical location of key personal does not effect the distribution of real-time business process reports, SEL Imperial utilises Orbis TaskCentre's® capability to connect to a data source via the ODBC driver, format reports into a HTML template and communicate them via e-mail.

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AUTOMATING BUSINESS PROCESSES

# TaskCentre

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**Automation through Orbis TaskCentre® significantly reduces costs and improves employee productivity.**

The pressure to continuously reduce operational costs is always a major factor for logistical-based companies like SEL Imperial. Yet, the opportunities to meet this ongoing demand, through greater product movement efficiencies, are rapidly dwindling. SEL Imperial recognised this trend and immediately investigated how it could streamline other business processes within the organisation.

Historically, employees at SEL Imperial were required to monitor warehouse stock levels, where previous client orders have resulted in a shortage of stock, stock levels at the overflow warehouse, order processing and PO's that required quality checking before dispatch. "TaskCentre® has enabled us to reduce the need for human participation within a number of our time consuming manual business process and, subsequently, increased employee productivity." Michael Bourne says "Also, the automation aspect of TaskCentre® ensures that our commercial department is aware of the purchasing behaviour of our key clients whilst generating next day contact lists for a our sales team."

At present, SEL Imperial has applied TaskCentre® automation and alerting

functionality to well over 50 different business processes in areas such as purchasing, transport, warehousing, accounts, sales and the senior management team.

**Orbis TaskCentre® extracts further ROI from previous investments in Information Technology.**

SEL Imperial required a system that brought together, formatted and distributed business information throughout the organisation. This could have been partially achieved through the implementation of a number of new information systems. However, the costs associated with this option would have been significant. More importantly, the information was already present within its Navision Attain system. Given this situation, SEL Imperial opted to employ BAM technology to enhance its existing infrastructure.

"Through the deployment of TaskCentre® we were able to automatically extract and distribute business information, from our existing systems, that we previously could not achieve. Indeed, the fact that TaskCentre® is a 'pay-for-what-you-use' solution means that we can tailor future deployments as and when we identify a real business need." stated Michael Bourne.