

Avery Dennison selects iQuote™ to resolve Global Sales Quote Process Challenge

Challenge

Avery Dennison is a recognized industry leader that develops innovative and decorative solutions for businesses and consumers worldwide. Avery is a global materials science and specialized technology company that creates products and solutions to enhance brands, improve consumer product performance, and deliver innovative information. Avery Dennison is a global leader in a pressure-sensitive technology, self-adhesive base materials and self-adhesive consumer and office products.

Avery faced many challenges with pricing, sales quoting, price data maintenance and reporting. The process was tedious, with many administrators complaining frequently about pricing errors. Internal procedures including conversion from sales quote to price list was disorganized and inconsistent, resulting in numerous pricing errors causing delays in completing the quote to order cycle. Customer quotes were not standardized across sales, manual entry was full of errors and untraceable, and there was no visibility of quote to order turn around performance.

Based on data collected in the first month of implementation, Avery reduced pricing errors nearly 80%!

Solution

iQuote™ is a web-based sales quotation processing solution for QAD EA®. iQuote™ improves quote turnaround time, enforces global pricing standards and control, provides global quote visibility, and delivers quote history and metrics.

iQuote™ fit Avery's business requirements nearly perfect in all aspects. Now able to quote the customer in a 'global' standard format, utilizing the web, while interfacing direct with QAD's EA (MFG/Pro); the sales force receives and provides the most correct, up to date information available. Once the quote is complete, it is a simple process to turn the quote into pricelists 'on the fly', virtually reducing all pricing errors.

Benefits

Based on data collected in the first month of implementation, Avery reduced pricing errors nearly 80%! Avery is now able to track workflow processes, establish accountability for all approvals, and document any pricing overrides. The time for sales to prepare a quote, from time of customer request to completed quote time is reduced by 50%, and now retains the ability to track the hit rate on those quotes. Standardization to their business quote processes has nearly eliminated all user errors.