Contech
Client Success Story

Experlogix Digital Commerce VanSales App Saves Contech 5 Hours a Day!

VanSales gives your reps the tools they need to fully complete orders on the go and save time.

Streamlined Order Processing

The Experlogix Digital Commerce VanSales App has improved Contech's sales performance by speeding up the ordering process and enhancing the experience the reps can now offer customers. They have saved a massive 4-5 man-hours a day in order processing alone. Reps can access product catalogues and multi-location stock in real-time, create and submit orders, direct to ERP generate quotes and negotiate on price, all whilst face-to-face with customers.

- **Direct Ordering:** Place orders directly from the app to your ERP software.

- **Save Time:** No Manual Processing. Reduce duplicate orders and re-keying too.

PRODUCTS AND SERVICES
Intact and Experlogix Digital Commerce VanSales App

BENEFITS

- **Real-Time Integration:** Integrate in real-time with your ERP software

- **Increased Sales Orders:** Online & offline access to complete the product catalogue

- **Lowered Admin Costs:** Less time spend on the phone and re-keying orders

- **Better Customer Experience:** Save time by placing orders directly to your ERP

COUNTRY
Ireland

The Background

Contech Building Products is a company that specialises in the distribution of a range of high quality Hybrid Polymer Adhesives, Lubricants, Screws and Fittings to the Builders Merchants and DIY sector across Ireland, N. Ireland and the UK.

Established in 2003, Contech have grown to become the leading brand in the building industry and supply a range of products, which includes their flagship product Tec7. Their product range is stocked by most of the largest merchants and DIY stores in Ireland such as The Chadwick Group, Woodies DIY and B&Q.

Contech's mission is to provide innovative products to the building trade, which in turn will help tradespeople to provide superior finish results to their customers. As an innovative marketing and distribution company, they strive to provide excellent customer service and continuous supply of quality products to their customers.

The Challenge They Faced

Contech had an existing ordering process which was very manual-based, outdated and was becoming hard to deal with. Due to the increasing volume of sales orders, it became unmanageable for administration staff. Much of the reps time was spent on the phone relaying orders back to administrators who would then have to manually re-key the orders into their old book system.

After replacing their old back office system with Intact iQ ERP software, Contech expressed their desire to increase efficiency even further and have a mobile ordering solution for their sales force that would allow them to do field sales and van sales.

As a technology partner of Experlogix Digital Commerce, Intact recommended the VanSales App as the ideal solution for Contech's needs. They knew Experlogix Digital Commerce have the knowledge and experience within the B2B eCommerce market to deliver a solution to meet their needs.

The Right Solution

Contech implemented the Experlogix Digital Commerce VanSales app for their reps. It can be used both online and offline and through the app, sales reps can now connect in real-time to the Intact iQ system. They can place orders directly from their mobile devices which speeds up the ordering process and has improved the customer experience overall.

The reps now have live access to product information, stock location, real-time pricing, catalogue management, and customer account information which enables them to negotiate prices face-to-face with the customer while simultaneously processing the order.

Contech's van reps can now manage a sale and a delivery from end-to-end. They can deliver the order to site, capture a signature, take a payment (if required), provide proof of delivery and issue customers with either a hard or soft copy of the invoice or receipt to complete and fulfill the order.

The app has replaced the old and outdated ordering system and has vastly improved the ordering process. Now, administrators only have to review the orders once placed in the Intact iQ system by the sales rep app. This has saved considerable time which Contech's employees now use to improve other areas of the business.

Want to learn more?
Speak with one of our experts.

Get Started

"From the start the Experlogix Digital Commerce VanSales app streamlined our sales processes and helped the entire sales team to become much more efficient. With the orders going direct to our ERP system, this has saved 4-5 man hours a day in order processing. In short, the Experlogix Digital Commerce VanSales App has greatly enhanced the level of service we provide to our customers and improved efficiency throughout the entire company"

–Iain Power
Financial Controller

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