

PFG Building Glass to implement StratoPOD to streamline business document processes

PFG Building Glass is set to implement the innovative StratoPOD solution - the mobile business application for delivery documentation developed by the Strato IT Group.

Upon completion the project will facilitate the automation of logistic processes and the digitisation of delivery and other transport related documentation. "The situation that led to the implementation of the StratoPOD project was primarily focused on developing a software application to improve the management and control of the businesses Proof of Delivery (POD) documents," explains PFG Building Glass Customer Services Manager, Dave Koster.

The current manual system used at PFG Building Glass was prone to issues of inaccuracies, inconsistencies, as well as lost POD paperwork, resulting in disputes over delivered goods. "Further to the manual process, additional resources are employed to manage the POD administrative burden. The task of receiving, filing, scanning and indexing hard copies of POD's is not seen to be a value adding process," says Koster adding that the current endorsement process for damaged goods and quality issues of glass related products also carries a significant financial risk to PFG.

The Strato IT Group in conjunction with PFG Building identified how StratoPOD could support PFG's goal of implementing a solution which would facilitate timely and accurate deliveries to ensure optimal customer satisfaction.

One of the most important benefits of the StratoPOD solution is its real-time proof of delivery visibility and its ease of scalability which can be rolled out within other divisions within the PFG Group.

In addition to an immediate improvement on previous outmoded methods, lasting benefits will extend to PFG's finance and accounts teams, IT staff as well as end users including customers, drivers and other internal stakeholders. Implementation will allow for immediate proof of goods received by PFG's customers, reduced the need for credit notes to correct inaccurate invoices and reduced risk of lost paperwork.

"Once fully implemented, the StratoPOD solution will bring with it significant benefits and an immediate ROI in terms of streamlining business processes, while also providing PFG with real time data that can be used to improve the overall customer service experience and decision making within the business," notes Koster.