SEALING REVENUE LEAKS WITH ROBOTIC PROCESS AUTOMATION
LAMONS ELIMINATES COMMON SOURCE OF REVENUE LEAKAGE WITH FOREFREONT & MULESOFT RPA

Overview

Lamons is a leading global manufacturer of gaskets, fasteners, and hose assemblies. They're an innovative, forward-thinking organization that leverages technology to drive growth and outperform competitors.

ForeFront successfully transformed Lamons' old-school e-commerce system with a multi-cloud implementation that includes Sales Cloud, CPQ/Logik.io for quoting complex made-to-order products, B2B Commerce, and Order Management. With an end-to-end ordering lifecycle enabled, the next objective was to streamline the purchase order (PO) process.

Challenge

Lamons' inside sales reps were manually processing approximately 10,000 orders per year. Swivel-chair order entries and mistyped data from Salesforce into their ERP led to revenue leakage and excess costs for Return Material Authorizations (RMAs). To meet revenue goals and remain competitive, Lamons needed to create sales efficiency, not double their sales team.

> "ForeFront's RPA solution is the **single biggest game changer** for Lamons in our 76-year history."
>
> - SVP Sales & Strategic Business Development

Solution

ForeFront developed a template-based PO processing system that combines MuleSoft RPA (Robotic Process Automation) technology with AI. Whenever a new order is received, a tailored AI model that's trained on Lamons' data scans the email and processes any attachments.

Once processed, the order information is sent directly into Salesforce. Reps can easily review orders before confirming. With RPA working behind the scenes to process POs and create new orders, Lamons' team saves thousands of hours per year on manual data entry.

Outcome

Reducing human error will minimize RMAs and boost revenue. Increased throughput will enable Lamons to process more orders with the same team. Customers benefit from improved order accuracy, faster processing, and a smoother ordering experience.

ForeFront's advanced MuleSoft capabilities and AI expertise boosts clients' productivity and efficiency with automated document processing. We build strategic roadmaps to determine which RPA workflows will achieve the fastest ROI and adoption at scale.