

The Viega logo is centered in a white square box. The background of the top half of the page is a dark, industrial scene with robotic arms and machinery.

# VIEGA LLC SUCCESS STORY

## USING AUTOMATION TO CUT ORDER PROCESSING TIME IN HALF & FOSTER EMPLOYEE ENGAGEMENT

### BACKGROUND

From its beginnings as a manufacturer of brass beer taps in Germany, Viega LLC has evolved to become a leading international producer of some of the highest quality plumbing and heating products on the market, as well as press technology for pipe joining that has revolutionized the industry. In 2016, the company relocated its U.S. corporate headquarters from Wichita, Kansas, to Broomfield, Colorado, which resulted in a complete upheaval of Viega's operations. With annual double-digit growth, order volumes were rising faster than the company could hire and train new people. And as a company whose mission is founded in and driven by quality, addressing the issues bred from manual practices was essential for Viega, as it compromised the very thing it was built on – quality.

Without a workflow solution in place, Viega's Customer Support team was unable to handle order volumes in a streamlined fashion and had almost no visibility into its order management process. This consequently had a negative impact on employee morale, as Customer Service Representatives (CSRs) struggled daily to keep up with increasing order volumes and spent a majority of their time manually entering data. Without easy access to key metrics or customer and order information, providing customers with the answers and information they needed was also a challenge for CSRs.



**WE STARTED OUT WITH PEOPLE JUST ENTERING ORDERS ALL DAY. NOW THEY HAVE AN OPPORTUNITY TO GROW WITHIN THE COMPANY, AND WE'RE GOING TO GIVE THEM HIGHER-LEVEL TASKS AS WE MOVE FORWARD. THAT'S SOMETHING I THINK HAS BEEN VERY BENEFICIAL NOT ONLY FOR OUR COMPANY, BUT FOR THE EMPLOYEES THEMSELVES.**

CHAD MOLEN | DIRECTOR OF CUSTOMER SUPPORT

### ABOUT VIEGA

**Industry:** Plumbing & Heating Solutions

**ERP:** SAP®

**Solution:** Order Management

The Viega Group, with a tradition of innovation for 120 years, has more than 4,000 employees worldwide and is among the leading manufacturers of pipefitting installation technology. In metal press systems for industrial, commercial and residential projects, the company is the global market leader. In the U.S., Viega LLC employs more than 600 people and offers more than 3,000 products. Viega is the recognized leader in press technology, providing complete systems that work together with consistent, reliable excellence. Whatever the project, Viega offers a system solution that is engineered and easy to install.

### BENEFITS AT A GLANCE



**Reduced** order processing time by 50%



**90%** of orders processed electronically



**Increased** employee engagement, morale and communication

## SOLUTION

Since implementing Esker's Order Management solution, Viega has experienced a dramatic shift in productivity, efficiency and employee experience. Thanks to machine learning and auto-learning technology, the time it takes to process an order has been cut in half and the amount of errors related to manual data entry have been reduced by 40%. "We're now pushing every order that we get in via email or fax into Esker to process it. Even in the case where the accuracy or the readability is not at an extremely high level, we're still taking advantage of the machine learning," said Chad Molen, Director of Customer Support at Viega LLC. "It gets better even if it's not the most readable document that we get."

With the drastic improvements in processing speed and accuracy, Viega's relationships with customers have also strengthened. Customers trust that when they place an order, it will be processed quickly and without error.

For a company that places high value on employee satisfaction and well-being, being able to equip staff with the tools and visibility they need to do their jobs as efficiently as possible while seeing stress levels decrease has also been a proud accomplishment for Viega. "In my day-to-day life, Esker has just taken a lot of stress away," said Sam Quintana, CSR at Viega LLC. "I don't feel the need to micromanage or have to worry about how much someone's getting done."

### GOING BEYOND ORDER MANAGEMENT WITH AP AUTOMATION

Looking ahead, Viega would like to incorporate Esker into more of its operations and has already implemented Esker's Accounts Payable solution. Viega's AP department was drowning in invoices and couldn't manage to get caught up using its outdated, manual methods. And just as it did for order management, automation made an impressive impact on the company's AP efficiency. Learn more about Viega's AP digital transformation story [here!](#)



**IT'S BEEN AMAZING TO HAVE A PRODUCT NOW THAT EVEN WITH THE EBB AND FLOW EVERY DAY OF CHANGING ORDER VOLUMES, WE'VE BEEN ABLE TO TAKE THAT IN STRIDE.**

CHAD MOLEN | DIRECTOR OF CUSTOMER SUPPORT



**ESKER'S CUSTOMER EXPERIENCE AND THE RELATIONSHIPS THAT WE HAVE WITH THE STAFF ARE BY FAR THE BEST THAT I'VE EVER EXPERIENCED. THE TOOL IS A BIG PART OF THAT, BUT THEIR FOCUS ON THE CUSTOMER MAKES ALL THE DIFFERENCE.**

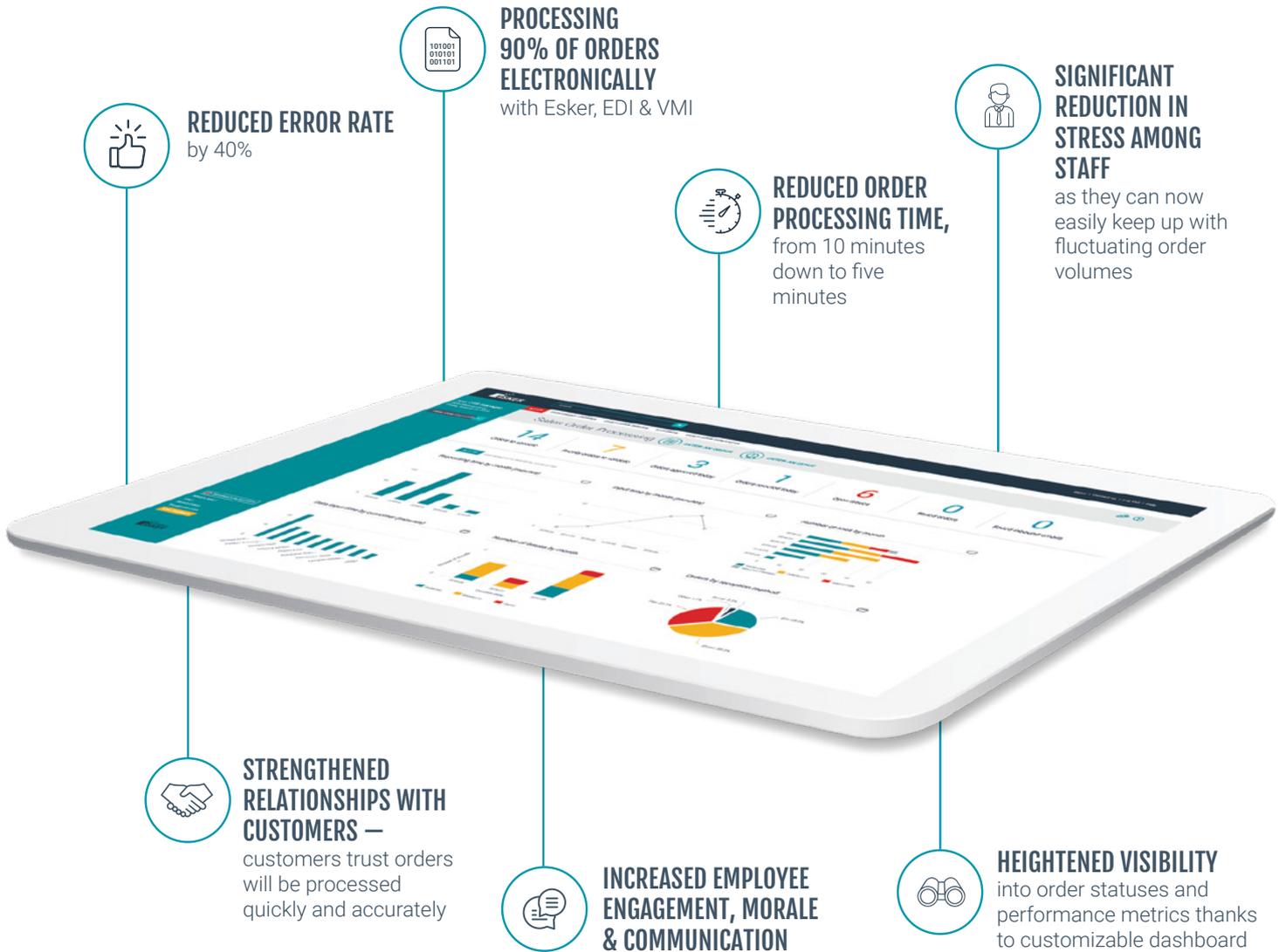
CHAD MOLEN | DIRECTOR OF CUSTOMER SUPPORT

Learn more about Viega's order management digital transformation story by watching the testimonial video!



# BENEFITS

With the help of Esker's Order Management automation solution, Viega's Customer Support team was finally able to get its head above water and handle increasing order volumes with ease – but that's just skimming the surface of the benefits achieved by digitally transforming its order management process. Take a look at what else Viega was able to accomplish with Esker's solution:



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