43 days saved – How Wero accelerated order processing with Workist

> "We continuously measure the success we have with Workist. We are currently saving 75 percent of our working time on assisted orders. With around 6,000 documents in the third quarter, this corresponds to a saving of 43 working days."
>
> **Ioannis Fixis**
> Inside Sales Lead

Industry
Occupational Safety & First Aid

ERP system
ABAS

About Wero
For over 70 years, Wero has been a trusted manufacturer and distributor in the fields of first aid, skin protection, and occupational safety. The company supports customers across all industries with high-quality products and comprehensive consulting services. With 260 employees – including 120 field sales representatives – Wero operates nationwide in Germany and is also internationally represented through cooperation partners. Under the motto 'Best in Work.Life.Safety.,' Wero is committed to quality, personalized support, and innovative solutions to help companies implement workplace safety measures effectively.

Introduction

For over 70 years, Wero has been a trusted manufacturer and distributor, ensuring that companies across all industries are optimally equipped in the areas of first aid, occupational safety, and skin protection. To maintain its high standards for speed and exceptional customer service, efficient backend processes are essential.

For several years, Wero searched for a solution to streamline the time-consuming, manual entry of incoming orders into its ERP system – and with Workist, they finally found the perfect solution.

75%	2.000	43 Tage
time savings	automated orders / month	time saved per quarter

> " Workist is quick to use. I transfer the data to the document very quickly, which Workist then virtually captures. And so I'm much quicker in completing the order. "

Andrea Strut
Order Processing

The Challenge

Wero receives numerous customer orders every day, and processing them manually has always been a time-consuming task. The goal was clear: all incoming orders should be processed on the same day and shipped without delay. However, the manual entry required to achieve this proved to be highly time-intensive, tying up valuable resources in the inside sales department.

> "Our ambition is that we process incoming customer orders on a daily basis and dispatch them on the same day. In the past, we did this by entering incoming orders manually. "
>
> **Ioannis Fixis**
> Inside Sales Lead

The Solution

"We chose Workist because it was the only provider, that processes individual customer orders. All the other providers we could find focused purely on PDF files and digitally readable files."
— Olga Streich, Sales Customer Service Department

Workist's AI-powered software automatically recognizes different formats of customer orders, extracts the relevant data, and seamlessly transfers it to Wero's ERP system. Even with complex billing and delivery information, it maintains a high level of accuracy.

"I was a bit skeptical at first, but not because of Workist, but because of our complex customer structure with many delivery and billing addresses. But then I realized that the AI is developing very quickly and achieves very high accuracy rates."

Workist has now become an integral part of Wero's order processing. Automation has not only drastically reduced manual workload but also delivered impressive efficiency gains.

This gives Wero more time for what really matters – delivering faster and focusing on their customers.

Ready to future-proof your sales team?