How BACHL Saves 3.5 Minutes per Order with Workist

> "The time we currently save per document is 3.5 minutes on average. We currently process around 350 orders per week via Workist – that's a saving of 20 hours every single week"
>
> **Michael Groß**
> Team Lead

Industry
Construction materials

ERP system
proALPHA

About BACHL
Karl Bachl GmbH & Co. KG is an internationally active business with around 2,600 employees. The company offers a broad product portfolio in the areas of construction, insulation materials, concrete and granite works and plastics processing. With production sites in Germany, Austria, the Czech Republic, Hungary, Italy, Poland, Romania and Croatia, Bachl focuses on quality, innovation and sustainability.

Introduction

Die Karl Bachl Kunststoffverarbeitung, ein Teil der international tätigen Karl Bachl GmbH & Co. KG, verarbeitet wöchentlich rund 350 Bestellungen. Die manuelle Erfassung der Auftragsdaten nahm dabei viel Zeit in Anspruch und führte immer wieder zu Fehlern. Mit Workist konnte der Prozess automatisiert werden – das spart Zeit und erhöht die Effizienz.

3.5 min	78,5%	1400
time savings per order	time savings	automated orders / month

" Since Workist works with our master data, it identifies incorrect orders. The system then prompts us in the user interface to review and correct the respective fields."

Michael Groß
Team Lead

The Challenge

Before Workist was introduced, the teams at BACHL had to tediously enter order data such as customer information, item numbers, and quantities manually. Not only was this process time-consuming and tied up valuable resources in the back office, but it also led to errors, which in turn resulted in additional work and costs.

"Previously, an inside sales employee had to manually look up the customer, search for article numbers, and enter the quantities ordered – mistakes could easily happen."

Sabine Dietrich
Head of Inside Sales Operations

The Solution

In order to meet the increasing pressure on the inside sales team, BACHL eventually decided to automate order entry with Workist. Workist's AI agent autonomously recognizes and processes incoming orders and automatically matches the data it reads with BACHL's master data before transferring it to the ERP system. If necessary, the team gets involved proactively , so that errors can be reduced to a minimum.

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— Michael Groß, Team Lead

Automating order entry with Workist has led to significant time savings in the inside sales team. Fewer manual inputs not only mean fewer errors but also more time for customer interactions and strategic tasks. Thanks to Workist, the inside sales team can now focus on value-adding activities while the software handles administrative tasks.

"We have noticed that Workist saves us a significant amount of time. It's a learning system - the effort I invest initially pays off in the long run" Sabine Dietrich sums up the project.

Ready to future-proof your sales team?