

96% time savings – How EVG reimaged order entry with the Workist Agent

"The process is now limited to forwarding the order to the AI agent, which basically does all the work for us."

Sebastian Rippen
IT lead



16 sec

average processing time
/ order

96,5%

time savings

68 days

time savings in Q1

Industry
Electronics

ERP system
-

About EVG

EVG Elektro-Vertriebs-Gesellschaft, based in Duisburg, is a distributor of electromechanical components from market-leading manufacturers. Another core competence is the implementation of high-end product solutions specifically for our customers' applications. EVG stands for technical expertise, customer focus, and high quality standards.

Intro

To remain competitive as a trading and manufacturing company, EVG relies on efficient processes. However, when it came to order entry in particular, the company was repeatedly confronted with time-consuming manual processes and bottlenecks during peak order periods. With Workist's AI agent, EVG was able to overcome this challenge—and now saves an average of over 96% in processing time per order. In the first quarter of 2025 alone, this corresponds to 68 working days saved. At the same time, EVG gains the necessary flexibility to be able to operate confidently even during peak order periods without additional staff.



“ The Workist AI agent is economically worthwhile for us because we simply save an immense amount of time thanks to AI. This time savings from four and a half minutes to 16 seconds, that's a saving of 96 percent.”

Sebastian Rippen
IT lead

The Challenge

In its daily business, EVG had to deal with a high number of incoming orders. Especially during peak periods, it was almost impossible to process orders quickly and without errors. Manual processing meant that prices and delivery times had to be laboriously researched in the system, item numbers typed in, and customer data transferred in full. This process was time-consuming, prone to errors, and regularly pushed the team to its limits as volumes increased.

“We used to have the problem that it was difficult to cope with peaks in orders in terms of staffing. Now the system simply grows with us.”

Sebastian Rippen
IT lead

The Solution

Workist's AI agent has enabled EVG to radically simplify order entry. Instead of laboriously entering each order into the system, all they have to do now is forward it to the agent. The agent takes care of most of the work: item numbers, prices, and customer data are automatically transferred to the ERP system. All that remains for employees to do is a quick final check—and the order is complete.

“The process is now limited to forwarding the order to the AI agent, which basically does all the work for us.”

— Sebastian Rippen, Head of IT

Not only does this make processing individual orders significantly faster, but it also allows order peaks to be easily absorbed. The system grows flexibly with the business and provides EVG with the scalability it needs for dynamic day-to-day operations.



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