

# 80% time savings in just 3 months – Microbiologics achieves rapid ROI with Workist

"In just a few months, the customer experience team have already become addicted to Workist."

**Bayo Akintola**  
Manager of  
Customer Experience

**3.6 Min**

avg. time saved per  
order

**80%**

time savings in order  
entry

**12 days**

time saved per month

Industry  
Biotechnology

ERP system  
NetSuite

#### About Microbiologics

Microbiologics is the world's leading provider of biological reference materials and controls. Partnering with labs globally to ensure public health and safety, they support researchers and professionals across biotechnology, healthcare, pharmaceuticals, food and beverages, and academia.

## Introduction

Microbiologics is the world's leading provider of biological reference materials, serving laboratories in over 140 countries. In this industry, precision is critical. But for the Customer Experience team, maintaining that precision manually became a daily struggle. Balancing urgent shipping cut-off times with complex inquiries left the team constantly racing against the clock. They needed a way to relieve the pressure without compromising on quality. The result? A transformation that slashed order processing time by 80% in record time.



“ Since actual use of the Workist agent, which we only started using in July, as of October, total saving time is 80 percent, and we also save 12 working days that we would have needed without the Workist agent.”

Bayo Akintola  
Manager of Customer Experience

## The challenge: beating the clock & the risk of error

The daily reality for the team was intense. Before Workist, the order process was entirely manual. This created a bottleneck where speed often competed with the need for absolute accuracy. A high-pressure environment, in which the team struggled to “juggle all other requests, tasks, and responsibilities in day-to-day business.” This also affected accuracy: “Before Workist, there was a lot of room for just human error, mistyping something, or entering in the wrong quantities.” Ashley Ramseth, Customer Experience Associate, explains. A risk that Microbiologics no longer wanted to take.

“Our main challenge was managing customer orders, and ensuring that they were processed in a timely manner to meet daily shipping cutoff times”

**Ashley Ramseth**  
Customer Experience Associate

## The solution: a digital colleague you can trust

Microbiologics introduced the Workist AI Agent as a “digital colleague” that almost completely replaces manual data entry. The AI automatically recognizes and extracts order data and transfers it autonomously to the ERP system—the team only steps in when human judgment is truly needed.

This has greatly increased operational resilience. Even with minimal staffing, order peaks can now be handled with ease. This change has also enabled the team to redefine its role. The capacity gained is now being channeled into additional, value-adding tasks that previously lacked the time to be addressed: moving away from pure processing to proactive customer satisfaction.

„I truly believe that Workist has become an essential part of our day-to-day work.“ — Ashley Ramseth, Customer Experience Associate



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