

Case Study

From frustration to 92% automation

How Balluff transformed its order management

Company

Balluff GmbH

Industry

Industrial Automation

Employees

3,600 worldwide

Locations

20 integrated branches

“Our no-touch automation rate is now 92%.

The software makes us faster and more accurate than ever before – it has become an indispensable part of our order processing.”

Bernd Angelmaier | Head of Digital at Balluff GmbH





The company

Balluff was founded in 1921 in Neuhausen auf den Fildern and has stood for innovation, quality and technological expertise in industrial automation for four generations. The family-owned company offers a broad portfolio of sensor, identification, network and software solutions and is now represented by 38 subsidiaries and partner organisations in 68 countries.

This global presence enables rapid availability, personal service and high quality standards – anywhere in the world.



The challenge

Balluff processes a very high number of orders every year – many of them with multiple items. The OCR solution previously used was intended to automate the process, but proved to be inadequate: unreliable, difficult to customise and unsuitable for the high order volume. This led to manual effort, errors in data entry and growing frustration within the team.

Balluff therefore sought a solution that combined precision, speed and scalability – without compromising on security or integration.



Project goals

- Reduction of manual interventions in order processing**
- Direct integration with SAP and existing IT infrastructure**
- Lower error rates and faster processing times**
- Uniform, scalable solution for international locations**



The solution

Since 2019, Balluff has been using the AI-supported Robodocxs software platform to fully automate order processing.

The solution combines intelligent data recognition, cloud integration and user-friendly design to process orders efficiently and without errors.

AI-based data collection

Extracts order information accurately and transfers it directly to SAP.

Automatic archiving

Original documents are available at any time.

Automated workflow

Sorts and validates incoming orders to eliminate incorrect documents at an early stage.

Optimisation and learning of AI

The AI continuously improves through user feedback.

Transparent user interface

Displays the original document next to the capture form.

Cloud-based architecture

Enables seamless integration and secure, location-independent access.



Results & Business Value

Following a successful pilot project in Germany, Austria and the United Kingdom, Balluff rolled out the solution to 20 branches in Europe and America.

94%

Precision

92%

No-Touch Rate

Experience Robodocxs

Get in touch with us and schedule your personal demo.

[Schedule a demo >](#)

Web: www.robodocxs.ai

Email: robodocxs@robodocxs.ai

Phone: +49 (0)89-5404557-66