

Case Study

Processing time reduced by 98%

How Oest is consistently driving forward
digital transformation

Company

Oest Group

Industry

Oil, lubricants and energy industry

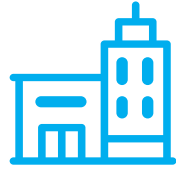
Employees

Approx. 400



„This solution is a real game changer. In just a few months, we have transformed a slow, manual process into a fully digital workflow with outstanding accuracy. Our team can now focus on what really matters – our customers.“

Stefan Kretschel | Business Development Team Leader



The company

The Oest Group, headquartered in Freudenstadt, Germany, looks back on over 100 years of company history and is one of the leading suppliers in the oil, lubricants and energy industry. Since its foundation, the family-owned company has stood for engineering expertise, innovative strength and sustainable growth.

Today, Oest combines several business areas under one roof – from lubricants and operating materials to mineral oil trading and petrol station logistics to plant engineering and energy services.



The challenge

The inside sales team was confronted with a **multitude of different order formats** every day – including **handwritten orders** that had to be entered manually into the ERP system. The high complexity of the business rules long raised doubts as to whether full automation of order processing was even feasible.



Project goals

- ✓ **Automated processing of complex orders**, including quantity conversion into different packaging types
- ✓ **Consideration of different delivery addresses** and individual project and customer-specific requirements.
- ✓ **Direct integration** into the existing ERP system for smooth data flows.
- ✓ **Future-proof scalability** for further process digitalisation



Solution & Business Value

Oest was not just looking for software, but for a partner who could help rethink existing processes. Together with Robodocxs, an **end-to-end solution** was developed that combines technology, usability and process understanding:

AI-based data recognition and validation

Collect all relevant information and compare it with the master data.

Digital order forms

Replace handwritten orders and enable 100% error-free, mobile-friendly data entry.

ERP integration

Provides automatic order entry and real-time feedback with reference numbers.

Human-in-the-loop validation

Ensures data quality in special cases and guarantees maximum reliability.

98%

Shorter processing time

90+%

Automation rate

100%

Data accuracy



Prospective outlook

Building on this success, Oest is now aiming for an automation rate of 97% for all orders.

At the same time, the platform is already being used to **automate order confirmations** – with equally impressive results. Oest is thus laying the foundation for a comprehensive digital transformation in other areas of the company.

Experience Robodocxs

Get in touch with us and schedule your personal demo.

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