

Vegetarian Express

Case Study



Vegetarian Express saves valuable time by reducing manual order keying with AllSop Order Management Solution

Vegetarian Express is the leading specialist distributor of vegetarian and vegan products in the UK foodservice industry. Founded in 1987, Vegetarian Express has experienced significant growth in response to the rising demand for vegan and vegetarian alternatives. As the company expanded, they identified inefficiencies in their Procure Wizard processing workflow. To address this, they partnered with AllSop to develop a digital solution that could fully automate a previously time-consuming, manual process. Working closely with the Vegetarian Express team, AllSop successfully built and implemented an Order Management Solution (OMS) to automate their Procure Wizard orders which were received via email.

130,821
Automated Orders

12,188
Saved Hours

3000+
Happy customers and chefs

AllSop Solution

In close collaboration with the Vegetarian Express team, using the latest AI and digital innovation technology, AllSop developed a fully automated Order Management Solution. By utilising Robotic Process Automation (RPA), the AllSop Procure Wizard Plug In scans all incoming email orders and automatically extracts the necessary information. The extracted data is then integrated with their ERP system for fulfilment.



Additionally, the AllSop Artificial Intelligence (AI) process automation validates the Procure Wizard ID. Once validated, the customer's auto-generated order appears in their ERP system, and confirmation is sent to reconcile and confirm the order. The order then follows standard business operating procedures and is delivered to the customer. The solution can be configured to incorporate business logic to promptly notify the appropriate account manager of any order issues.



**Accurate
Data Entry**



**20% of Orders
Automatically Processed**



**Improved
Customer Service**

Results

The Digital Transformation of the order management process has resulted in significant cost reduction and productivity gains for Vegetarian Express, substantially reducing the workload for their administrative team. Last year AllSop's order processing technology enabled Vegetarian Express to automatically process an impressive 130,821 orders, saving the Customer Service team approximately 12,188 hours or 569,218 customer order lines that would have otherwise been manually entered. This has led to a reduction in data entry errors and improved customer service, as any order issues are promptly identified and resolved.

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