NORDIC PARTS SIA

One order platform, from the first email to the invoice.

Nordic Parts distributes spare parts for trucks and farm machinery to workshops in the Baltics. Most orders arrive by email and phone from about 400 repeat customers.

PREPARED FOR
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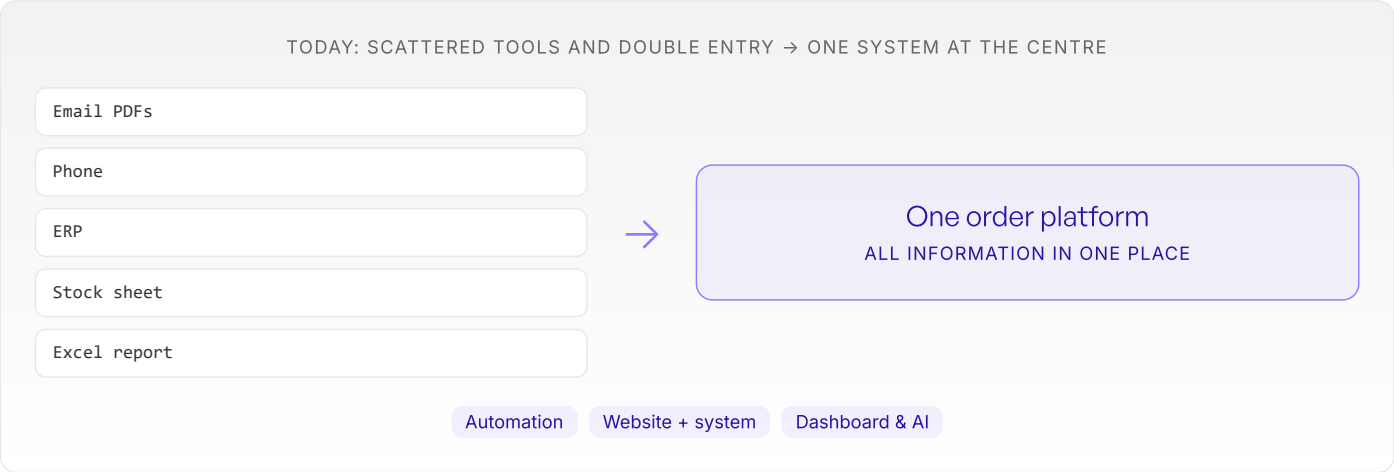
01 SUMMARY

Manual work holds the team back. The fix is one system.

Orders reach Nordic Parts as email PDFs and phone calls. An office assistant types each one into the ERP and again into a stock sheet, invoices are written by hand after delivery, and the weekly report is rebuilt in Excel every Friday. Customers call to ask for prices, stock and order status because they can't see them anywhere.

This is not a people problem. It is a gap between tools that were never meant to work together, and the team fills it by hand at almost every step.

We would put one order platform at the centre: every order is entered once, stock and invoices follow on their own, and repeat customers order through a portal. The first working version is ready in the first month and grows phase by phase.



125–173 h MANUAL WORK PER MONTH THIS PLAN TARGETS, WHOLE TEAM

Each number is worked out in the next section.

02 GOALS AND EXPECTED RESULTS

What it is worth, with the maths visible.

These numbers come from the Process Mapping and the company's own data. Each one shows its calculation, so you can check it instead of taking our word for it.

01

Orders entered once, synced everywhere

Inventory & Warehouse Automation HIGH PRIORITY

An office assistant types each emailed order into the ERP, then again into a stock sheet.

~60–78 h PER MONTH

≈ 300 orders a month × 12–16 minutes typed twice

- ◇ An order inbox that reads emailed PDFs, creates the ERP order and updates stock in one step.
- ✓ Orders are confirmed within the hour and stop going missing between systems.

02

Customer portal for repeat orders

Sales & Customers Website + system HIGH PRIORITY

Workshops call or email to ask for prices, stock and order status.

~35–52 h PER MONTH

≈ 25 calls and emails a day × 4–6 minutes × 21 working days

- ◇ A login for customers with their prices, live stock and past orders, connected to the ERP.
- ✓ Repeat customers order on their own, and sales spends the time on new accounts.

03

Invoices created from delivered orders

Finance & Approvals Automation MEDIUM PRIORITY

Invoices are typed in the accounting system after delivery notes come back.

~17–26 h PER MONTH

≈ 300 invoices a month × 3–5 minutes, plus corrections

- ◇ Invoices drafted automatically when an order is marked delivered, checked and sent in one click.
- ✓ Invoices go out the same day and fewer payments are late.

04

Live sales and stock dashboard

Reporting & Company Knowledge Dashboard & AI LOW PRIORITY

The weekly report is built in Excel every Friday.

~13–17 h PER MONTH

3–4 hours every Friday × 4.3 weeks

- ◇ A dashboard with sales by customer, margins and slow-moving stock, updated from the ERP.
- ✓ Management sees problems during the week, not after it.

Three ways to put a value on it EXAMPLES

A · MORE REVENUE

≈ €250,000

a year

If faster replies and better follow-up lift revenue by 10%: 10% × €2,500,000 (the middle of your revenue range).

B · MORE SALES MEETINGS

≈ €182,000

a year in new deals

149 h freed a month × 20% used for selling ÷ 2 h per meeting = 15 extra meetings × 25% closed = 3.8 deals a month × €4,000 (a typical deal in your industry) × 12.

C · AN EXTRA HIRE YOU DON'T NEED

≈ €63,000

a year in time

149 h a month × €35 per hour × 12, about 0.9 full-time people doing manual work.

These are examples of how the value can be calculated, not promises. In a Process Mapping session your own numbers replace them.

03 DELIVERABLES AND PROCESS

What we would build, and in which order.

HOW WE WORK

We start with a short meeting to confirm the priorities and agree how the first month works. Over six months we work in two-week sprints and send a short report after each one. There is no single launch day: your team uses the first working version in the first month. Phases marked **Priority** are the core of the cooperation; phases marked **Optional** come in when time and scope allow.

PHASE 1 PRIORITY — MONTH 1

Order inbox and ERP sync

Every order is entered once, from the first month.

- Emailed orders read into a review queue
- ERP orders created in one click
- The stock sheet updated automatically
- Duplicate orders flagged before they are entered

PHASE 2 PRIORITY — MONTHS 2–3

Customer portal

Repeat customers order without a phone call.

- Customer login with their own prices
- Live stock and order status
- Reorder from past orders

PHASE 3 OPTIONAL — MONTHS 3–4

Invoices and live dashboard

Money and numbers follow the orders on their own.

- Invoices drafted from delivered orders
- Sales, margin and slow-stock dashboard

PHASE 4 OPTIONAL — MONTHS 5–6

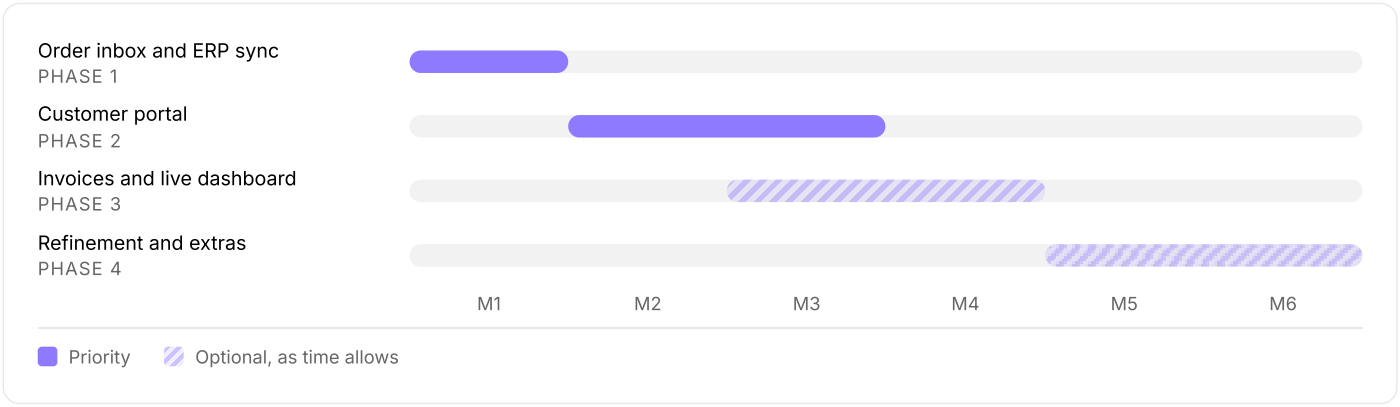
Refinement and extras

Built on what the team uses most.

- Order confirmations sent by email automatically
- Reorder suggestions for suppliers
- Improvements from the team’s feedback

04 TIMELINE

A six-month build cycle.



There is no fixed day-by-day plan. Two-week sprints let us re-order priorities as your team uses each part.

05 INVESTMENT

An example investment.

MONTHLY · EXAMPLE

€1,500

a month, over six months

TOTAL, SIX MONTHS · EXAMPLE

≈ €10,000

Start €1,000 + 6 × €1,500

This is the typical cost of a platform that automates most of the manual work for an average company in your industry. It is an example, not a quote: the real scope and price come out of the Process Mapping.

At €35 per hour, the hours above are worth about €5,215 a month, so an investment like this pays back in about 1.9 months.

06 OUT OF SCOPE

What this report doesn't cover.

Discussed in the session, but not part of this plan:

— Writing orders straight into the ERP if its API doesn't allow it: then the platform prepares them for one-click import.

— Reading every possible PDF layout automatically: unusual formats go to the review queue.

— Changes to the accounting system itself.

— Anything not listed in the phases above.

These can come later, once the platform is in use and has proven itself.

07 NEXT STEPS

Get this report for your own company.

A free Process Mapping session gives you this report for your own company, checked with your team.

QUESTIONS WE WOULD ASK IN THE SESSION

- How many orders a week arrive by email, and how many by phone?
- Which ERP do you use, and does it have an API?
- Who checks stock today, and how often is it wrong?
- Which customers order the same parts every month?