



Zoho Creator Solutions Tailored for MATRIX: Optimizing Operations

Executive Summary

Matrix Group of companies; Matrix Flavours & Fragrances, Matrix Oleochem and Natural Bleach are multi-disciplinary manufacturers of food ingredients, oleo chemicals and bleaching earths, respectively. Drawing on its technology development in-house, Matrix manufacturers and exports sweet and savoury flavours, specialty oleochemicals and bleaching earth for the refining of edible oils.

Matrix Flavours & Fragrances Sdn Bhd is happy to welcome you to the wonderful world of flavours. With over 45 years of experience and innovative research and development, we have an extensive range of flavours – the tiny ingredient that leaves a big impression. After many successful years of being one of the leading flavour manufacturers in South East Asia, we expanded to India, Myanmar and Europe and are able to offer our products worldwide. Our sweet taste of success brings you the best in flavours anywhere in the world through our commitment to quality & safety, research & development and customer satisfaction.

Organization

MATRIX

Mission & Vision

Creating great tasting products with our clients. To be present at every table through our flavours

CASE STUDY

Challenges

Order Entry Processes

Matrix Company seeks to optimize its operations by centralizing and managing customer data effectively. Key focus areas include:

- **Precise Customer Data:** Accurate management and updates for consistent operations.
- **Product Repository Integrity:** Maintaining an updated product database for order accuracy.
- **Personalized Service Alignment:** Mapping customer preferences for tailored experiences.
- **Efficient Billing and Shipping:** Timely handling of details for prompt deliveries.
- **Streamlined Sales Orders:** Error-free entry and document generation for seamless fulfillment.

Production Planning and Fulfillment Management

Matrix Company requires streamlined planning functionalities like:

- **Production Batch Planning:** Efficiently planning production batches based on demand forecasts and available resources.
- **Plan Fulfillment from Inventory:** Ensuring smooth fulfillment of planned orders from inventory, either partially or in full.
- **Planning Calendar:** Managing production schedules and timelines effectively to avoid bottlenecks and optimize resource utilization.

Production Material Management

They focus on refining its production processes, particularly in material management. This includes:

- **Raw Material Consumption:** Accurately tracking the consumption of raw materials during the manufacturing process.
- **Packaging Material Consumption:** Managing and monitoring the usage of packaging materials for production.

CASE STUDY

Challenges

Optimizing Inventory Management

Matrix Company wants adeptly manages inventory:

- **Transaction from Production to Inventory:** Recording and managing the movement of finished goods from production to inventory accurately.
- **Stock Receipt & Issue:** Handling stock receipts from suppliers and issuing products from inventory for orders efficiently.
- **Stock Adjustment:** Managing stock adjustments due to discrepancies, damages, or changes in inventory levels.


Quality Assurance Excellence

Matrix Company upholds an unwavering commitment to elevating quality assurance standards.

- **QA Check for Produced Batches:** Conducting thorough quality checks to ensure products meet defined standards.
- **Generate Certificate of Analysis:** Generating accurate certificates based on the QA process for compliance or customer assurance.

Shipping Operations

The company desires a comprehensive shipping functionality to easily manage all aspects of their shipping operations.

- **Delivery Order Planning:** Efficiently planning delivery schedules to ensure timely and accurate deliveries.
 - **Delivery Order:** Executing delivery processes accurately based on planned schedules.
 - **Delivery Planning Calendar:** Coordinating and visualizing delivery plans for efficient execution.
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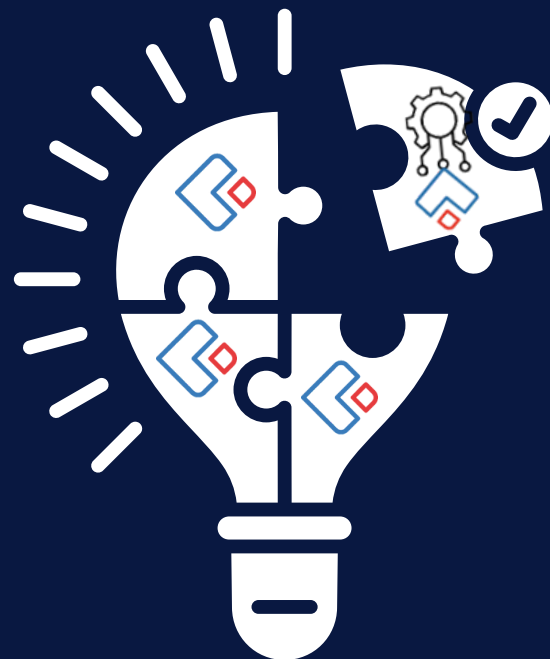
CASE STUDY

Solution

Order Entry Solutions With Zoho Creator

FAIRCHANCE FOR CRM utilized **Zoho Creator** to create tailored applications for various aspects of order entry.

- **For Customer Management:** We developed a comprehensive tool allowing accurate updating and management of customer information, ensuring data consistency and relevance.
- **Product Repository Module:** Maintained an updated database with variations and pricing, minimizing discrepancies in sales orders.
- **Customer-Product Mapping Module:** Created a personalized mapping module for accurate customer-product associations.
- **Billing and Shipping App:** We crafted an integrated app to manage billing and shipping details for swift and accurate deliveries.
- **Error-Free Sales Order Entry Tool:** Engineered a user-friendly tool to ensure error-free sales order entries.
- **Automated Document Generator:** Developed an automated system for generating accurate sales order documents swiftly.



Customized Planning Solutions by FAIRCHANCE FOR CRM



- **Batch Planning Application:** Custom-built an application for efficient production batch planning based on demand and resources.
- **Inventory Fulfillment Module:** We designed a module ensuring smooth order fulfillment from inventory, considering partial or complete orders.
- **Production Calendar Tool:** We facilitated effective management of production schedules and timelines, minimizing bottlenecks and optimizing resource utilization.

Tailored Production Efficiency Tools

In the production domain, FAIRCHANCE tailored solutions using **Zoho Creator** for precise material management:

- **Raw Material Consumption Tracker:** Created a tracking tool to monitor raw material consumption accurately.
- **Packaging Material Monitor:** Engineered a monitoring system for efficient usage of packaging materials.



Inventory Control Solutions:

- **Inventory Movement Recorder:** We created an app to record and manage accurate movement of goods from production to inventory.
- **Stock Management System:** An efficient system for streamlined stock receipts, issuances, and adjustments.



Robust Quality Assurance Innovations

- **Comprehensive QA Checker:** Developed a comprehensive QA system for ensuring product standards.
- **Certificate Generator Module:** Engineered an automated module for generating accurate Certificates of Analysis.



Shipping Management

- **Delivery Planning Application: FAIRCHNACE FOR CRM** crafted a planning app for efficient scheduling and execution of timely deliveries.
- **Delivery Execution Tool:** Designed a precise execution tool for accurate delivery based on schedules.



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Result

FAIRCHANCE FOR CRM Implemented these solutions for Matrix Company can yield significant benefits.

- Enhanced resource allocation through efficient batch planning
- Streamlined order fulfillment for prompt customer service
- Optimized resource utilization via the production calendar
- Improved cost-effectiveness with precise material consumption tracking
- Accurate inventory movement recording and streamlined stock management
- Maintained product standards through comprehensive QA checks
- Optimized delivery schedules and execution for timely deliveries



Applications Implemented

- Zoho Creator



CLIENT FEEDBACK



PJ Lamba

Senior Manager Agile & Digital Transformation

Matrix

19 Dec



The FariChance team have gone beyond the call of duty to deliver the work. The scope of work was quite challenging, given the very tight timeline, but the team made sure they put in extra effort proactively to delivery the work.

Shehbaz's leadership allowed the team to intepret and delivery work seamlessly

Certainly recommend them highliy for Zoho related work

CASE STUDY


About FAIRCHANCE FOR CRM

FAIRCHANCE FOR CRM provides round-the-clock services and maintenance to keep your business on the growing and developing track to generate the revenue within the budget. We have expert team to work on the Zoho CRM platform thoroughly with all of automation and innovation. In addition to this, we are able to provide individualized solutions that are adapted to match the particular requirements of each customer, so ensuring the highest possible levels of efficiency and production.

With 700+ customers in 70+ countries, today we are all set to become a trusted growth partner to your business!

For the purpose of assisting businesses in improving their customer relationship management, the FAIRCHANCE FOR CRM platform offered solutions that were both individualized and efficient in terms of cost. enterprises are able to obtain significant insights into the behavior and preferences of their customers using the platform's powerful analytics capabilities, which in turn enables the enterprises to modify their marketing tactics in accordance with those preferences. Businesses have the ability to improve customer happiness and loyalty while simultaneously optimizing their use of resources to achieve optimum efficiency when they implement FAIRCHANCE FOR CRM.

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