

CASE STUDY

*Leveraging Mobility to Increase
Customer Satisfaction and Streamline
Operations*





Client Overview

Reduced
Environmental
Impact while
saving money

Monsanto Company is a leading global provider of agricultural products for farmers. Monsanto is committed to bringing a broad range of solutions to help nourish our growing world. We produce seeds for fruits, vegetables and key crops – such as corn, soybeans, and cotton – that help farmers have better harvests while using water and other important resources more efficiently. We work to find sustainable solutions for soil health, help farmers use data to improve farming practices and conserve natural resources, and provide crop protection products to minimize damage from pests and disease. Through programs and partnerships, we collaborate with farmers, researchers, nonprofit organizations, universities and others to help tackle some of the world’s biggest challenges. To learn more about Monsanto, our commitments and our more than 20,000 dedicated employees please visit: monsanto.com and discover.monsanto.com

About nuVizz, Inc.

nuVizz is a business solutions and services company. We provide complete mobile business SaaS solutions and Supply Chain consulting services. We’re headquartered in Atlanta, Georgia, USA, with offices in India and France. nuVizz has seen exponential growth since inception. We’ve introduced a strong portfolio of mobile apps and a comprehensive enterprise mobile toolkit, all supported with our team of core business process and mobile solutions experts. On the consulting side, we’ve built an impressive portfolio of clients and a wealth of expertise in bringing to fruition supply chain projects of various magnitudes.

Business Problem

Inefficient Delivery Process of Monsanto Products and Services with their Small to Mid-Sized Carriers

Monsanto leverages a variety of small to mid-sized carriers to distribute products. The product tracking and tracing is a manual process that requires an extensive amount of paperwork to be completed by the driver, and then submitted to company. Such business processes are prone to errors, causing a delay in tracking affecting customer satisfaction.

Monsanto understands that customer satisfaction is key to maintaining their integrity and service standards. Cooperatively with nuVizz, Monsanto was able to implement a mobile solution to increase efficiency, reduce paperwork and reduce errors; resulting in improved customer satisfaction scores.

Raised Customer Satisfaction Score by an additional 18%

Approach

How does a company streamline distribution processes of products and services to its clients? This is where nuVizz enters the picture. nuVizz, a mobile business software solutions company, creates and hosts mobile solutions to help corporations increase operational efficiency and improve customer satisfaction. DeliverIt, a delivery tracking and execution mobile solution, was instrumental in helping Monsanto achieve its overall project goal: **to streamline operations, and empower customers nationally and globally.**

A six figure savings in paper the first year.



Mobile Solution

The nuVizz Way: Ready-To-Use Mobile Solution, Fast Implementation, Easy Integration

Monsanto implemented nuVizz's mobile solution, DeliverIt, a mobile delivery tracking and execution application across its third party carriers. The robust enterprise integration capability of the nuVizz platform made the integration with Monsanto SAP system easier. This allowed for a smooth and seamless process, managed by nuVizz on the backend.

DeliverIt is more than just a tracking and tracing solution. It is an end-to-end mobile solution with configurable workflows that automates the delivery process. Monsanto saw a need for the product because it completely eliminated the need for paperwork, allowing carriers to do all of their tasks from their mobile devices. In addition, Monsanto was able to assign and manage shipments, and execute proof of delivery of all its products in real time, right from the driver's mobile device. DeliverIt also introduced real-time visibility of customer communication with its electronic proof of delivery feature.

The flexibility of the DeliverIt platform gave Monsanto the opportunity to also focus on how to better serve the customer and improve customer satisfaction with real-time feedback. Because Monsanto values its customers, they created customer surveys to be distributed and collected for each delivery. Therefore, they were able to address their customers' needs in real-time and be proactive in issue resolution.

By automating and mobilizing the delivery process with such a simple integration process, managed end-to-end by nuVizz, Monsanto was able to introduce a mobile solution that solved their business problem.

"nuVizz definitely has the best mobile technology solution but beyond that, their understanding of the business, ability to make the solution work by integrating with our internal systems and external partners and customers sets them apart."

- Melissa Eiswirth, US Logistics Lead.