OMICRON COMPONENTS

Steel trading powered by low-code
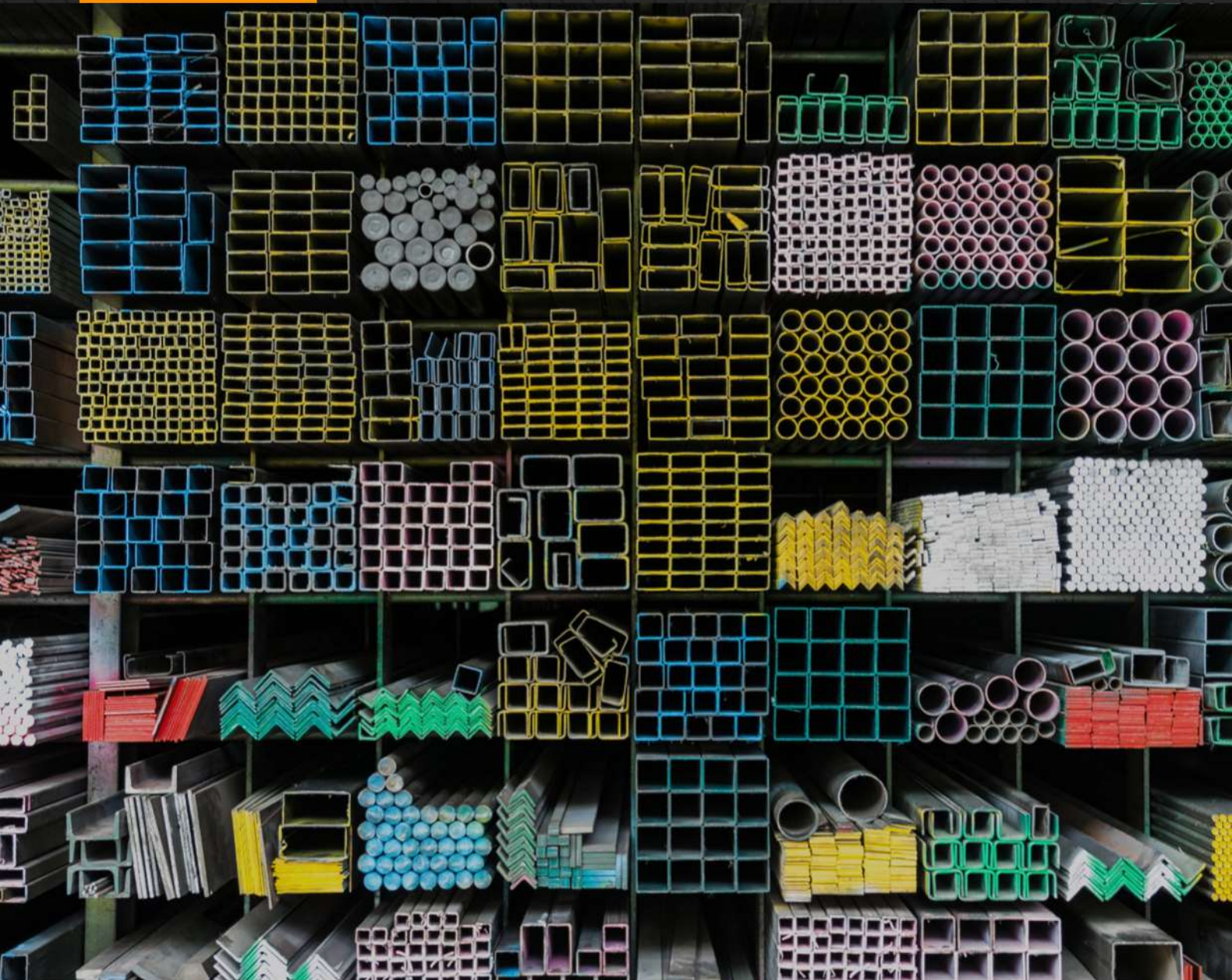
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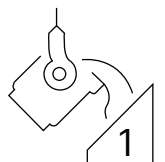Omicron Components SRL, founded in 2014, is an Italian steel trading company that supplies hydraulic steel components and special-purpose steel. Omicron Components also trades and markets customized steel products for the oil, agricultural, and offshore marine industries. They have clients across Africa, Asia, Europe, South America, and Canada. The operations of Omicron Components are handled by three full-time employees; they have also enlisted an outsourcing service for logistics with 20+ supply chain personnel.

About
the partner

Sooite Solutions is an advanced Zoho partner. They are the top Zoho Creator partner in Italy and among the top seven Zoho partners in Europe. Patrizia Volonghi founded the company in 2013. She serves as the general manager of the company. Sooite Solutions used Zoho Creator to help Omicron Components streamline their operations to improve business productivity.
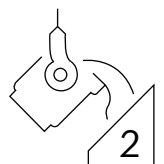
The challenge

Initially, the company's operations were conducted manually. This was cumbersome and time-consuming. There was no document management system in place either.
The employees had to endure working with piles of paperwork, which affected their productivity.

Processing incoming customer inquiries and requests was difficult, as paper-based operations meant delayed collaboration amongst employees. Approvals took ages as paperwork circulated slowly between stakeholders.

Then, the company switched to spreadsheets. They encountered the following problems with spreadsheets:

- As time went on and data size increased, maintaining, editing, and retrieving data across sheets was difficult.

- Employees couldn't work in collaboration due to connectivity constraints.

- It was hard to create insightful reports.

- The employees in the field found it difficult to work on spreadsheets from their handheld devices.
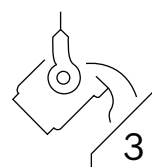
The solution

The chief executives of Omicron Components started looking for a solution. By then, they realized they needed a custom software solution tailor made to the organization's specific requirements. They started looking for a means to develop custom solutions.

After researching on the internet, they found that going low-code would be optimal. Low-code meant they would have to do limited programming to develop custom applications. This appealed to the decision makers of Omicron Components, as software programming was new to them.

They evaluated several low-code platforms, including Zoho Creator. Some platforms were too complex; others were too rigid and not customizable. With its perfect mix of complexity and customizability, Zoho Creator seemed a viable way for them to build custom applications for the company. But they needed to deploy a solution immediately, as the organization's productivity and operational costs were affected by the existing method of operations.

Enlisting a Zoho Creator partner seemed to be the best option, given the time constraints. Sooite Solutions, the top Zoho Creator partner in Italy, was a natural choice for Omicron Components. A few phone calls, emails, and a quick prototype later, Omicron Components chose Sooite Solutions to build their applications.

Some of the reasons behind this decision were:

- Zoho Creator would allow them to build a deeply customizable and flexible solution.

- The pricing of the platform was within Omicron Components' budget.
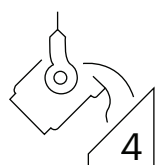
> "Omicron Components was looking for a flexible and user-friendly system, 100% customizable according to their needs. They could not find a solution comparable to Zoho Creator on the market at such an affordable price since they were starting with a limited budget.
>
> — **Patrizia Volonghi, MD, Sooite Solutions**

After eliciting Omicron Components' requirements, Sooite Solutions built the flagship application. This application was designed as a fully-integrated solution and was deployed within a month.

Some of the modules of the application are:

- Sales quotation module: When a client submits their purchase request through a form, a quote is automatically generated by a workflow. The detailed quote is sent as an email to the client.

- Order confirmation module: Once a client confirms an order, an email with the order details is delivered to the client and the warehouse.

- Packing lists module integrated with order confirmation module: Whenever an order is confirmed, the packing team is notified with the necessary details so they can pack the consignments according to their dimensional specifications.

- Supplier purchase order module: When a client submits a purchase order, a purchase order for the same material is automatically generated to Omicron Components' supplier at a given price.
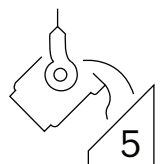
The application also has the following capabilities:

Request processing

The application can process all incoming client requests, from request initiation to processing the final order.

Holistic client information capture

The Zoho Creator forms capture all the needed information from the clients.

Granular view into transactions

The reports built using Zoho Creator's page builder help Omicron's stakeholders gain granular insights into every transaction.

Automatic invoice generation

The application can automatically generate invoices from reports. This is accomplished through workflows. The application is also tightly integrated with specific software requested for mandatory electronic invoicing, as is stipulated in Italy for all organizations.

Instant document issue to stakeholders

The PDF templates feature of the platform allows the organization to issue all the necessary documents instantly to clients and stakeholders.

Omicron Components has also leveraged the Zoho Analytics platform. They have integrated Zoho Analytics with the Creator application to provide them with rich, visually informative dashboards to gain crucial insights into their operations.
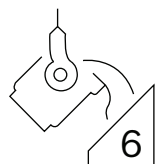
Benefits and ROI

> The Zoho Creator application has increased the productivity of Omicron Components' back office by 35%.
>
> **— Patrizia Volonghi, MD, Sooite Solutions**

Tangible benefits of the Zoho Creator application include:

- No possibility for errors during operations: Earlier, when paper and spreadsheet-based operations were used, the risk of errors was high. With Creator, as the processes are fully digitized and validated at every stage, there is a very low chance for errors.

- No loss of data: With the previous method of operations, some data was lost at every stage of the order fulfilment process. With Creator, there is a lower chance for the loss of data and 100% accountability across the organization.
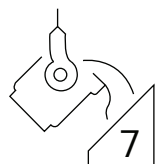
> The Zoho Creator application has efficiently streamlined all of Omicron Components' organizational processes. It has increased productivity and efficiency several times.
>
> **— Patrizia Volonghi, MD, Sooite Solutions**

Looking Forward

Omicron Components has achieved great success by leveraging Zoho Creator's low-code capabilities. In the future, they intend to use Zoho Creator for any requirement they may have with regards to digital process automation. This is a testament to the platform's ability to streamline business processes, improve productivity, and increase organizational efficiency.
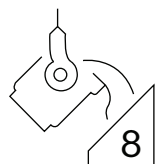
About Us

At Zoho Creator, we've always worked towards a single purpose—empowering users to build functional apps with minimal coding expertise. We've helped **14,000+ brands** create bespoke solutions and improve their end-to-end operations across a variety of industries. With over **16 years of experience** in catering to **B2B and B2C organizations**, we have the best tools in the trade to help you improve your business.

You can get started with Creator by visiting our signup page. You can also check out our prebuilt apps to get started right away.
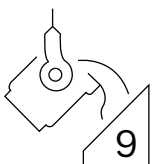
ZOHO Creator

www.zoho.com/creator

We'd love to talk!
Reach out to us

hello@zohocreator.com

zohocreatorofficial   zohocreator   showcase/zohocreator