

## CASE STUDY

### WHIRLPOOL

### HOME APPLIANCES

### USING HAPPYFOX SINCE 2013

Whirlpool Corporation is a manufacturer and marketer of home appliances. They manufacture products in 14 countries and market products in nearly every country around the world.

The Global Finance Center is where Accounts Payable (AP) is handled for the Indian region of Whirlpool. They also work with and manage vendor queries from factories all over Europe, totaling 32 in number.

Pankaj Kumar, the Manager for Accounts Payable within the Whirlpool Global Finance Center, was kind enough to share his experience to date with HappyFox.

## CHALLENGE

Prior to switching to HappyFox, we were using Lotus Note to manage all our inbound queries and information. Vendor query management is one of the most important aspects of our role with the company, however, it was becoming more and more difficult due to processes we had in place. Before HappyFox, we would take all inbound emails from each of our factory accounts (32 individual email inboxes) as well as the AP accounts, and import the data into a spreadsheet for each. On a daily basis, it was likely that emails from suppliers were being missed and we had no way to track that information. We finally reached the point where we knew we had to find a solution that would track all our incoming emails and provide us with an audit trail for visibility. This was when we switched to HappyFox for our support system needs.

## IMPLEMENTATION

Since we implemented HappyFox, it has met all of our needs. From tracking every incoming email, to setting up a focused follow-up for each of the supply teams, we can finally respond to inquiries on time.

The primary objective of switching to HappyFox was email tracking. In addition, we have gained significant supplier satisfaction with both our newfound ability to supply a ticket confirmation when a query is submitted, and that an agent will respond to them as soon as possible.

# The most impressive result is that we were able to reduce incoming emails by 15-20%

## RESULTS & BENEFITS

The most impressive result is that we were able to reduce incoming emails by 15-20%. We saw improvements in three other areas as well. First, our suppliers are no longer sending in multiple emails for the same query. Second, we have reduced the amount of incoming emails from suppliers or accounts that we consider a more high priority. Finally, HappyFox has given us the ability to handle our suppliers' accounts in a much more proactive manner. With all of this, we are seeing an increase in overall supplier satisfaction.

## OUR EXPERIENCE

With HappyFox, I finally feel that I can trust the data I'm able to export from the system. We implemented the solution for email tracking but are now leveraging it to track incoming invoices as well.

If a business is facing similar problems to ours in terms of tracking incoming emails or a high number of incoming emails from the same customers or suppliers, in my opinion HappyFox really is the best solution to resolve this. With HappyFox, you really are able to track everything that is coming in, and analyze the data in real-time.

## WHY HAPPYFOX?

Reporting

Tracking

User-Friendly

Flexibility/Mobility



**happyfox**

HappyFox is a product of HappyFox Inc

[www.happyfox.com](http://www.happyfox.com)