

Hans Geis Speeds Up Order Processing by 5X with AI on IBM i and Power

Hans Geis GmbH, part of the Geis Group, transformed their manual order entry process by deploying AI directly alongside their ERP system on IBM i and IBM® Power®. The solution cut processing times by 80%, reduced errors, and accelerated order handling by 5X, enabling employees to focus on higher-value tasks. With AI integrated securely on-prem, Hans Geis now delivers faster customer response times and gains a stronger competitive advantage.



Global Logistics

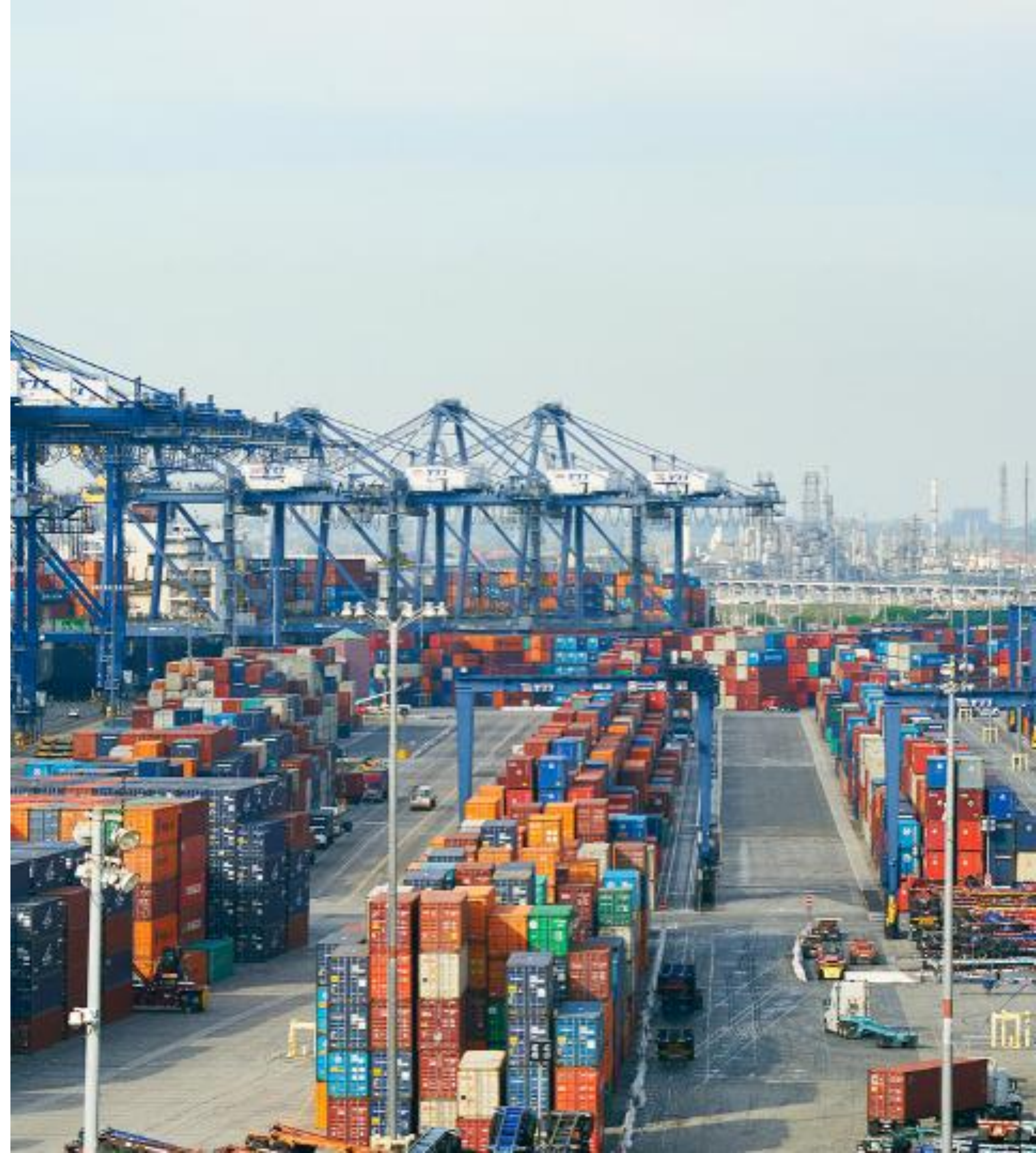
Outcomes

- Reduced processing time by 80% and accelerated order handling by up to 5X
- Higher employee productivity and focus on value-added work
- Secure and scalable AI innovation aligned with regulatory requirements

Solution components

[IBM Power](#)

[IBM i](#)



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Business Challenge

The company had an ordering process with several manual steps. Employees manually read emails, extracted the details, and then entered them into the company ERP system that runs on [IBM i](#) and [IBM Power](#). This tedious and manual process resulted in data entry errors that led to misrouted and incomplete requests and delays in response times that impacted customer experiences. With thousands of service requests daily, this manual process was killing employee productivity and prevented teams from focusing on higher value-added tasks for the business and customer experiences. Hans Geis needed to speed up their order processing to ensure effective customer acquisition so they could stay competitive in the market.

Transformation

Recognizing the need to become more productive, the company tested a cloud-based AI solution to automate the thousands of daily service requests. Following a successful proof of concept, they needed to move the solution on-prem to co-locate with their existing ERP system and to meet data security and privacy regulations. Hans Geis wanted to maintain the accuracy and performance they experienced in their proof of concept. As their ERP system runs on IBM i and Power, their IBM advisor recommended directly deploying AI side-by-side with their ERP system by leveraging the IBM Power AI software ecosystem and its acceleration capabilities. Upon initial setup of the AI environment on IBM Power, Hans Geis was thrilled to get production-ready AI services up and running without changing the code developed during experimentation. In their on-prem setup, they can now switch from sample data to production data.

Results

In their staging system, Hans Geis measured that the new solution enhances employee productivity by lowering processing times by 80%. It also automatically extracts and categorizes relevant information for efficient and effective ERP entry, which improves the customer acquisition process by speeding up order processing by 5X. The new AI solution integrated with IBM i meets the accuracy and performance requirements of Hans Geis while ensuring compliance with data security and privacy regulations. With this optimized system in place, they can respond faster to customers, which ensures effective acquisition and allows the company to be more competitive in the market.