

Transforming Sales Order Management at Unigloves UK



Company Lens

Trusted by 4 billion hands around the world

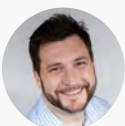
Unigloves have been manufacturing gloves since 1989, and are one of the world's leading glove manufacturers. Their 4 group-owned factories in Seremban, Malaysia house 25 production lines, which can produce up to 150 gloves every second. Unigloves group-owned sister companies and their global team are spread across 5 continents and supply over 50 countries.



“

The manual input of each line of the order into our ERP system was incredibly laborious, particularly with large orders containing up to 200 lines. turian allowed us to reduce manual order processing time by 68%.

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Tom Vandersteen
IT Manager | Unigloves UK

The Challenge

Unigloves UK, a leading manufacturer and distributor of high-quality hand protection products, faced significant challenges in managing an exponentially increasing volume of orders, especially during the COVID-19 pandemic. The team of 4 employees found themselves increasingly overwhelmed, which hindered their ability to provide the high level of customer service they prided themselves on.

The Solution

To address these challenges, Unigloves turned to turian's AI-powered automation solution. The AI solution began processing incoming orders by automatically extracting and inputting order data into the ERP system. This not only sped up the process but also allowed the team to focus on higher-value tasks, such as customer service and order verification. turian's customer support played a crucial role in this transition.

“The turian technical team have been fantastic, and I don't say that lightly. This level of attentiveness is something I haven't seen from any software company I've worked with”
Tom emphasized.

79%

Processing time saved
for complex orders.

84h

Monthly hours
saved.

85%

Full automation
rate.

“

“One of the best things about the turian solution is that it sits within the Outlook inbox, which was very familiar to our team. The implementation was seamless, and the team was able to pick it up and run with it very quickly.

We found that we were processing more orders and the team had more breathing space. The pressure eased, and they could get back to what they do best—providing excellent customer service.

turian has become an integral part of our team. The partnership has been fantastic, and we're looking forward to working together on more projects in the future.”

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Tom Vandersteen
IT Manager | Unigloves UK

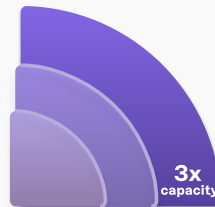
The Impact

turian reduced the time spent on manual data entry, allowing the team to handle a larger volume of orders without increasing headcount.

Processing time reduced for complex orders by 79%



Tripled processing capacity, with the same headcount



Customer Satisfaction

The AI's accuracy and efficiency also helped Unigloves maintain their high standards during peak periods. Tom shared an example of this during a period when a team member was on sick leave: **“The remaining staff was able to process everything, whereas previously, we might have needed additional resources. This was a game-changer for us.”** turian's customer service continued to stand out throughout the process. **“Their support has been exceptional, and their willingness to work closely with us has made a huge difference in our ability to meet our goals,”** Tom added, mentioning 3 additional benefits of turian:



Integration with familiar systems



Could focus on customer service



Successful partnership

The Way Forward

The success of the AI implementation has encouraged Unigloves to explore further opportunities with turian. With the AI solution proving its value in order processing, Unigloves is now considering expanding its use to other areas such as finance and logistics.

Get in touch with us!

Would you like to learn more about how AI Assistants can boost automations?

[Book a call](#)

