

GAMECHANGER FOR ZARGES: When order entry becomes easy thanks to automatic order creation

CONCETO
Success Story
AI-Extractor



CONCETO
ACROSS SYSTEMS.
BESIDE YOU.



AT A GLANCE

NUMBERS, DATA, FACTS

- **Industry/sector:** Access technology, packaging/transport solutions, special constructions, medical
- **Headquarters:** Weilheim in Upper Bavaria, Germany
- **Number of employees:** approx. 800
- **Production sites:** 2 in Germany, 1 in Hungary
- **International presence:** Exports to approx. 60 countries

THE CHALLENGE

- High number of incoming customer orders in unstructured formats (e.g., PDF via email) every day
- Different layouts and languages
- Need for efficient, system-supported capture and validation
- Complex document logic for multichannel and time-delayed inputs

THE RESULT

- Automated, AI-supported processing of unstructured documents with the CIS/4-Cloud – AI-Extractor
- **65% less manual effort** in document processing
- Accelerated processes and greater transparency in order entry
- High data quality through SAP-based validation and enrichment
- Seamless integration into SAP without media breaks
- Multilingual, layout-independent, and scalable for international use



ZARGES GmbH is one of Europe's leading manufacturers of high-quality aluminium solutions for the industry, trade, logistics and public institution sectors. Always with a focus on safety, ergonomics, and durability.

”

We were looking for a solution that would adapt to our processes – not the other way around. The AI-Extractor impressed us with its surprisingly cost-effective implementation, high format flexibility, and deep SAP integration, which significantly reduced the workload on our specialist departments.

Andreas Wendt
Manager Competence
Center SAP
ZARGES GmbH

Why Zarges GmbH relies on CONCETO's AI-Extractor for document processing

As a quality-oriented company with over 90 years of experience, ZARGES relies on modern processes and maximum efficiency throughout the entire supply chain. As part of a future-proof digitalization strategy, ZARGES was looking for a way to automatically transfer incoming customer orders to the SAP system – quickly, accurately, and in a system-compatible manner.



With CONCETO's AI-Extractor, ZARGES now automates the capture of incoming orders directly from PDF documents – including data validation, master data comparison, and transfer to the SAP system. Resulting in faster turnaround times, higher data quality, and more capacity in sales.

The challenge

Every day, ZARGES processes a **high volume of incoming customer orders that arrive via various channels and formats – from structured EDI messages to unstructured PDF orders and accompanying documents.**

The manual entry and allocation of these documents was time-consuming, prone to errors, and tied up considerable resources in the specialist departments. This resulted in a high level of coordination and maintenance effort, especially in drop shipping, where PDF accompanying documents are available in addition to EDI orders.

ZARGES was therefore looking for a **solution that was not only scalable for high document volumes, but also enabled the consolidation of structured and unstructured data** – while at the same time integrating flexibly into the existing SAP system landscape.

The evaluation phase

Several years ago, ZARGES implemented a classic OCR-based solution for automated document capture. However, this solution proved technically inflexible and costly to maintain, especially when processing customer-specific formats and changing document layouts. As the expected benefits failed to materialise, its use was eventually discontinued.

As part of a company-wide digitization strategy, a new evaluation phase was therefore launched in which various providers and platforms were compared – with clearly defined requirements:

- High processing reliability – even with custom PDF layouts
- Cost-effective scalability for high document volumes
- Linking of structured (EDI) and unstructured (PDF) information
- Seamless integration into existing SAP processes
- Multilingualism for group-wide use in international subsidiaries



From test bench to productive solution

ZARGES was already successfully using **CONCETO's CIS/4-Cloud – EDI service** to handle electronic data exchange with customers, suppliers, and logistics service providers (3PLs). As part of its digitalization strategy, the company was also looking for a solution to process **unstructured documents** – such as orders in PDF or email format and **associated accompanying documents** – automatically, seamlessly, and with system support. Several providers were thoroughly evaluated and compared.

CONCETO was once again awarded the contract – primarily due to the **technological capabilities of the CIS/4-Cloud – AI-Extractor**, its **economic scalability** compared to traditional OCR solutions, and its **seamless SAP integration**.

The combination of AI-Extractor and CIS/4-Cloud – EDI service impressed with its technical depth, SAP process proximity, and an architecture that is equally suitable for cloud and hybrid operation. The key requirements were:

- **Reliable recognition of individual customer layouts**
- **Linking to existing EDI data**
- **Consistent validation based on current SAP master data**

A typical scenario: Customer orders and accompanying documents **arrive at different times and via different channels** – e.g., as an EDI order plus a PDF delivery note by email. The documents must be automatically recognized, assigned, and merged into a complete business case.

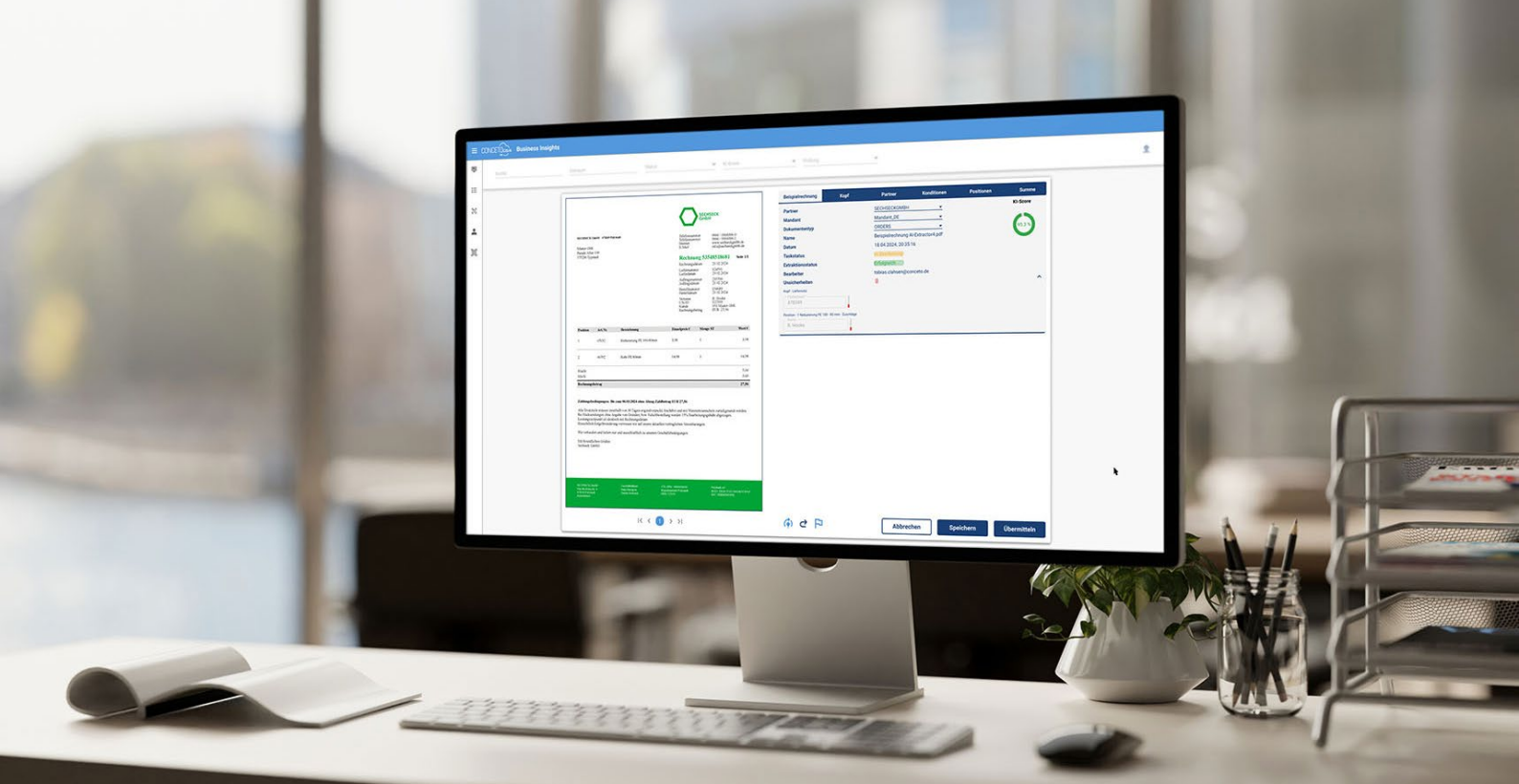
What was particularly impressive was the ability to **verify PDF content in SAP synchronously** and automatically add missing information, such as material numbers or customer data, or perform specific checks.

The CIS/4-Cloud – AI-Extractor was implemented within a short period of time and today forms a powerful, AI-based solution for intelligent document processing – including SAP-validated recognition, automatic data enrichment, and multilingual support for internationally used document layouts.



” *A key advantage for us was the ability to automatically merge structured and unstructured input data, regardless of the transmission channel. This allows us, for example, to reliably assign customer-specific delivery documents to the respective customer orders. This reduces manual tasks, increases data quality, and noticeably reduces the workload on our specialist departments.*

Martin Soyer
IT Specialist SAP SD/LES/EDI/ATLAS
ZARGES GmbH



The result

The introduction of the solution led to a significant **increase in efficiency in the processing of incoming customer orders** at ZARGES. Automated recognition, validation, and enrichment of order data directly in the SAP system reduced **manual effort in internal sales by around 65%**. Media breaks and manual entries have been largely eliminated.

AI-supported document recognition already achieves a **recognition rate of over 95%** right from the start – even with inconsistent PDF formats and customer-specific layouts.

At the same time, throughput times in the order process have improved measurably. Incoming orders are now processed much faster, with post-processing minimised. This **increases process quality and transparency**, especially in complex scenarios such as drop shipping with accompanying documents.

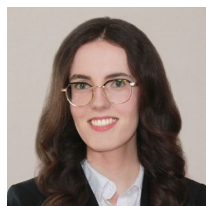
Conclusion & outlook

By expanding the existing CIS/4-Cloud platform with the AI-Extractor, ZARGES has taken an important step toward consistent, automated document processes. Channel-independent processing and intelligent linking of structured and unstructured data not only increases efficiency in order processing, but also improves process quality and transparency in the long term.

On this technological basis, ZARGES is now planning to roll out the solution to other national subsidiaries. Thanks to its multilingualism, SAP compatibility, and high format flexibility, the platform offers ideal conditions for harmonizing and further automating document-based processes across the group – scalable, secure, and future-proof.



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More about the CIS/4-Cloud – AI-Extractor »