



CUSTOMER CASE STUDY

# Vetafarm

Innovative animal health, scaled by automation.



## HEADLINE RESULT

# 80%

Reduction in order processing time, from one hour per order to minutes.

### AT A GLANCE

CUSTOMER	Vetafarm
INDUSTRY	Animal health and nutrition
TENURE	30+ years in market
FOCUS	Inbound order processing

### KEY OUTCOMES

- Processing time cut by 80% – from one hour per order to minutes.
- Significantly higher daily order volume without compromising accuracy.
- Faster pick, pack and dispatch through the warehouse.
- Resources redirected from data entry to sales and growth.

### WHY IT MATTERED

Inbound order processing sits at the front of the revenue chain. Every minute spent rekeying customer POs delays fulfilment, frustrates the warehouse, and puts the supply chain under pressure on busy days.

### INTRODUCTION

## A 30-year leader, scaling without breaking the back office.

Vetafarm, a leader in innovative animal health products, has been at the forefront of the industry for over 30 years, offering specialised foods and advanced nutraceuticals. As their business expanded, they faced challenges in managing inbound order processing efficiently.

With high volumes of orders to fulfil, they needed a robust solution to meet demand while upholding their reputation for reliability. Vetafarm turned to Acume for a transformative partnership to address this critical need.

Vetafarm's manual order processing took about an hour per order, and with 10 or more large orders on busy days, delays quickly mounted. These inefficiencies disrupted the warehouse team's ability to pick, pack, and dispatch on time, straining the supply chain and risking delivery delays. While they also needed accounts payable automation, streamlining inbound order processing was crucial due to its direct impact on sales and revenue.

*Acume has been a game-changer for our company, reducing processing time by 80% and freeing up our team to focus on more critical tasks.*

**Mathew Young**  
SYSTEMS MANAGER, VETAFARM

### BEFORE ACUME

## ~1 hour per order

Manual rekeying of every customer PO into the ERP, with errors and delays absorbed by the warehouse team.

### WITH ACUME

## Minutes per order

Automated capture and validation, with line-level data exported straight into the ERP for fulfilment.

# Cut order processing time by 80%

## THE SOLUTION

### Automation that slotted in alongside the existing system.

Acume's automation solution seamlessly integrated with Vetafarm's existing system, revolutionising their order management process. Acume automated data processing, reading item codes and quantities from incoming orders and exporting the data directly into their ERP system, removing the need for manual entry.

Processing times were cut from an hour to mere minutes, enabling the warehouse team to act on orders swiftly. The streamlined workflow allowed staff to review and release orders for fulfilment more efficiently, significantly reducing workload and ensuring timely dispatch of products.

## THE RESULT

### More orders, fewer bottlenecks, resources back on the front foot.

Acume's solution reduced order processing time by 80%, enabling Vetafarm to handle a significantly higher volume of orders daily without compromising accuracy or speed. Faster processing enhanced warehouse and manufacturing efficiency, ensuring products were promptly stocked and dispatched, improving overall customer satisfaction.

With automated systems, Vetafarm could reallocate resources toward driving sales and business growth. This collaboration has empowered Vetafarm to meet increasing demand while maintaining their focus on innovation and delivering high-quality animal health products worldwide.

80%

Reduction in order processing time per order.

10+

Large orders per busy day now handled without delay.

30+

Years in market – scaling capacity without scaling headcount.

## See it in action.

Book a structured walk-through of the inbound order processing workflow Vetafarm now relies on. We'll show you how customer POs are captured, validated, and pushed straight into your ERP, with line-level accuracy.



WEB  
[acumelimited.com](http://acumelimited.com)

NZ SALES  
Shane Wills · +6421 276 0646  
[shane@acumelimited.com](mailto:shane@acumelimited.com)

AU SALES  
Justin Deacon · 0434 409 028  
[justind@streamlinebusiness.net](mailto:justind@streamlinebusiness.net)