neostella

customer success story

HOOD INDUSTRIES

about hood industries

A privately held Hood Industries operates two Plywood manufacturing mills and four lumber manufacturing mills along with its own internal log procurement group to keep the mills operatable with log inventory. They also operate fourteen wholesale distribution locations spread across the southeastern US, providing products for cabinet shops and industrial markets. Hood's mission is to provide rewarding employment opportunities by being a company that is safety-focused, customer centric, process driven, sustainable and growing.

Hood Industries

Industry: Manufacturing & Wholesale Distribution

Headquarters: Hattiesburg, Mississippi

Company Size: 1,400+ employees

Website: www.hoodindustries.com

Solutions: RPA design, custom development, UiPath software installation, RPA as a Service

the challenge

Hood experienced rapid growth through acquisitions and modernization projects. With this came increased sales and transactions. As a result, Hood was looking for ways to:

➔ Reduce time spent on onboarding new employees to keep pace with need resulting from rapid growth.

➔ Streamline accounting functions related to accounts payables and accounts receivables.

the solutions

Reassigning several repetitive tasks to a bot to handle mundane and time-consuming functions allowed current employees to take on more challenging and rewarding tasks that tended to get pushed aside. Some of these automations include:

➔ Customer Payment Applications are processed by bots directly from the bank Lockbox.

➔ HR utilizing RPA for onboarding employees into health and dental insurance programs via provider websites.

➔ Customer invoices are automatically emailed/faxed/printed by bots depending on the customer preference.

the results

With bots working around the clock to provide quicker turnaround everything is flowing more efficiently. Hood looks at this as gaining additional staffing that works 24/7/365 without skipping a beat for holidays/sick days/vacation days.

➔ Application staff has processed payments ready each morning, saving them the time needed to retrieve from the Lockbox and subsequently enter and process.

➔ Accounts payable automations save clerks the time previously required each morning to select, print, process, and email or fax invoices.

➔ HR employees are relieved from performing onboarding tasks that no one really enjoyed doing, which has resulted in improved morale throughout the organization.

"Working with the Neostella team has made this entire RPA experience pleasing and EASY. We love that you can dedicate a project manager that stays with us throughout all our RPA wants. This I find very advantageous as we are not having to continuously re-familiarize someone of our business operations. It seems the team is always available and always willing to train us on the things we want to handle as well as eager to just manage everything for us as we need it. Very customer supportive and caring. One happy customer that we found UiPath and that they matched us up perfectly with Neostella to provide a great RPA experience."

Cynthia Alexander
Director of Information Technology | Hood Industries

IMPROVING YOUR BUSINESS

Neostella is a global automation consulting, implementation and custom development firm. We take a customer-centric approach with our automation services and will work closely with your team to identify opportunities for better efficiency, to refine your processes, and to create unique solutions designed to meet your business needs. With office locations in North America, South America, Europe and Asia, our global team offers ongoing 24/7 support, ensuring long-term success after you go live.

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