

How Configure One Helped Scranton Products Cut Quote Time by 95% and Slash Product Returns


Challenge


Scranton Products struggled with lengthy quote lead times of up to 10 days and recurring bill of material (BOM) errors, impacting customer satisfaction and operational efficiency. Their manual configuration process created bottlenecks in sales and manufacturing workflows.

Outcome

Using Configure One's Configure, Price, Quote (CPQ) solution, Scranton Products enabled dealer self-service, automated complex configurations, and cut product returns by over 70%. The transformation led to dramatic reductions in quote processing time and errors.

Scranton Products revolutionized their manufacturing operations by implementing Configure One's CPQ solution, enabling dealer self-service, automating complex configurations, and achieving 45% reduction in errors and 95% faster processing speeds. This advancement led to dramatic reductions in quote processing time and substantial decreases in product returns.

 Headquarters
Scranton,
Pennsylvania

 Industry
Commercial building
products manufacturing

 Founded
1978

 Website
scrantonproducts.com

 Company Size (USD)
1978

 Employees
51-200 employees

Manual Processes Hindering Growth

Scranton Products faced mounting operational challenges that threatened their ability to scale and grow their business effectively. Their traditional processes created significant bottlenecks, with quote generation taking up to 10 days to complete, leaving customers waiting and sales opportunities at risk. The manual configuration system generated frequent errors in bills of materials that rippled through their entire production process, while their engineering team was pulled away from strategic work to handle routine configurations.

The company's sales department became a chokepoint in their workflow, as all dealer quotations had to flow through this single channel. The need to enter data across multiple systems not only created inefficiencies but also increased the likelihood of errors at every step. As Scranton Products grew, their traditional approach to estimating, quotation, and order processing became increasingly unsustainable.

The manual nature of their operations significantly slowed down sales cycles, while their limited ability to scale dealer networks due to quote processing constraints held back their expansion plans. These inefficiencies ultimately led to costly product returns and customer credits, directly impacting their bottom line and customer satisfaction.

Digital Excellence Through CPQ

Configure One elevated Scranton Products' operations with a comprehensive CPQ solution that redefined their manufacturing processes. At the heart of this advancement was an intuitive web-based configuration platform that enabled dealer self-service, fundamentally changing how their sales network operated.

The solution seamlessly integrated with their SAP ERP system, creating end-to-end process automation that eliminated manual data entry and reduced errors. A powerful Real-Time 2D visualization module allowed instant drawing generation, while an automated rules engine ensured accurate product configuration at every step. The creation of a self-service dealer portal empowered their partners to generate quotes independently, dramatically improving response times. The platform's multi-product line configuration capabilities expanded their offering potential, while automated BOM generation with built-in accuracy checks significantly reduced errors.

Together, these features created a unified system that streamlined operations and enhanced productivity across the organization.



Configure One has given us a competitive advantage. We've added benches, vanities, spare parts, and lockers. We are now in a position of having a complete range of products that none of our competitors can match, all thanks to Configure One.



Gil Garcia, Director of Sales Operations, Scranton Products

Measurable Impact Across Operations

The implementation of Configure One delivered transformative results throughout Scranton Products' operations. The most dramatic improvement came in quote generation, where processing time dropped from over 10 days to just minutes. Product quality and accuracy saw remarkable gains, with product returns and customer credits falling by 45% in the first year of implementation, followed by an additional 50% reduction the next year.

The new system empowered dealers to create their own configurations independently, which significantly improved customer response times and satisfaction. By automating the BOM generation and pricing processes, the company achieved unprecedented accuracy in their manufacturing operations. This automation also freed up valuable engineering resources to focus on strategic initiatives rather than routine configurations.

Key Outcomes:

- Quote preparation time reduced by 95%
- Product returns decreased by 72% over two years
- Dealer self-service capability achieved 100% adoption
- Integration with SAP ERP eliminated double data entry
- Customer service response time improved by 60%

The optimized order processing and customer service workflows created a more efficient operation, enabling the company to handle higher volumes while maintaining quality and responsiveness. These improvements positioned Scranton Products for sustained growth and market leadership.

Ensuring Long-Term Success



If the BOM is not accurate, then the factory manufactures the wrong product, resulting in returns and credit back to the customer. By improving BOM accuracy and dramatically reducing configuration errors, we've transformed our manufacturing efficiency.



Gil Garcia, Director of Sales Operations, Scranton Products

Scaling for Growth

Scranton Products continues to expand their use of Configure One, adding new product lines and enhancing their digital capabilities. The company has transformed its customer service approach, creating a dedicated Customer Advocacy department that leverages the platform's capabilities to provide enhanced support and monitoring of customer needs.

The foundation laid by Configure One positions Scranton Products for continued growth and market leadership. With this strong technological backbone, they can confidently expand their product offerings while scaling their dealer networks with unprecedented efficiency. Their enhanced customer service capabilities and innovative product configuration options help maintain their competitive edge in the market.

Through this digital excellence, Scranton Products is well-positioned to lead their industry into the future, consistently delivering value to customers while driving operational innovation forward.

Supercharge Your Manufacturing Operations

Experience the power of Configure One firsthand.

Schedule a consultation to learn how you can achieve similar results in your manufacturing operations.

[Request Your Call](#)