

# BACA Systems Increases Efficiency and Reduces Cost with Bringg

## About BACA Systems

BACA Systems is based on a team of dedicated professionals, committed to innovation, who are experts in robotic automation, system integration, waterjet technology, and countertop fabrication. As an industry leader, they provide flexible manufacturing systems that are some of the most productive, reliable, and lowest cost to operate in the industry. Since its founding in 2014, the company has been committed to advancing the stone fabrication industry with its leadership, innovation and industry-leading robotic equipment solutions.



### At a Glance



#### Goal

Control delivery operations via Salesforce, automate tasks and increase operational efficiency.



#### Solution

Bringg on Salesforce



#### Results

Full automation of shipping activities, increasing order efficiency by 5-8 minutes

## Challenges

Prior to implementing Bringg on Salesforce, delivery operations were an obstacle to closing deals and sending out invoices.

- **Integrate multiple systems** with Salesforce to consolidate delivery operations.
- **Avoid manual errors related** to shipper selection and label creation.
- **Calculate shipping costs prior to order** for accurate price quotations and immediate invoicing.
- **Eliminate integration complexities** with Salesforce that interfere with operations.
- **Track delivery records** or lost shipping labels to ensure customers are properly invoiced.
- **Ensure current ERP systems** can be integrated to scale for future plans.

## Solution

Bringg – the only delivery management platform natively built on Salesforce – provides BACA Systems with the end-to-end solution they require for their Salesforce environment.

Bringg on Salesforce enables task automation and centralized control of delivery operations, empowering BACA Systems to calculate shipping costs automatically and include them in customer price quotations.

This eliminates manual errors, increases efficiency and significantly reduces operational cost.

The correct invoices are sent as soon as the product ships, and customers benefit from a better experience.

## Results

After less than 24 hours, Bringg on Salesforce was implemented successfully using internal resources only – without interfering with the day's delivery. BACA Systems can now control all delivery operations from one place, with full tracking and access to all shipping records.

- ✓ **Automate** all shipping activities
- ✓ **Save 5-8 minutes** per order, 15 workdays a month
- ✓ **Support future expansions** and eCommerce goals

“Bringg gives us the confidence to continue innovating for the benefit of our customers, from email follow up and proof-of-delivery to returns and rating – an Amazon-like experience. Integrating all our systems into Bringg’s delivery management platform helps us stay competitive, providing us the flexibility we need now and the scalability in the future.”

**Andrew Russo,**  
Salesforce Architect at BACA Systems

