# Automation Delivers Innovation to World Leading Freight and Supply Chain Solutions Company

**AUTOMATION ANYWHERE®** *Go be great.*

## PROFILED ORGANIZATION

The world's leading supply chain and logistics provider with a demonstrated track record in providing best in class freight and logistics services along with presence in over 100 countries.

## CHALLENGE

A global supply chain and logistics leader needed to automate their back-office document management. They wanted to provide better customer service and reduce shipment delays. The goal was to integrate all information for over 22,000 monthly shipments. Each shipment required multiple documents along with a unique set of details. Automatically collating, consolidating and distributing these details in their entirety to relevant departments and individuals allowed them to release shipments efficiently and in a timely fashion. Information about each shipment gathered from various sources also had to be distributed and archived for compliance purposes.

## SOLUTION

Using automation, the client was able to distribute details to relevant departments and individuals. The client also automated back-end document management systems, integrating all incoming documents with their Transport Management Systems (TMS). This offered faster shipment release times and more satisfied customers.

## BENEFITS

**$35ᴷ**

Monthly cost savings

**2.2ᴷ**

Man hours saved per month

**22ᴷ**

Shipments deployed monthly

**45ᴷ**

Average documents processed monthly

---

Processes Automated
- **System integration**
- **Shipment detail distribution**
- **Compliance documentation**

Industry
**Shipping and Logistics**

---

"If a shipment has issues, we can identify what documents are needed and adjust accordingly to share the correct information with the customer."

## STORY DETAILS

This leading supply chain and logistics provider uses off-the-shelf Transport Management Systems from Oracle and SAP. It was essential to find a way to consolidate and standardize the data to avoid delayed shipment releases and increase customer satisfaction. Using bots, logistics providers collect all electronic documents, combine all data by shipment, and enter it into their TMS system. The bots also auto-check all shipment documents at regular intervals, ensuring up-to-date information for each shipment.

Prior to automation, a person determined which documents were missing, and uploaded those documents to the image archive. Now, when the freight arrives, the pertinent documents are automatically deposited with the right customer support representative. If any missing documents still surface, reps fix the problem and the packages are released on time.

Automation Anywhere was integrated into the logistics provider's project management software to automate pulling reports and emailing documents as attached PDFs. This ensured that the correct individuals were receiving the documents based on specified business rules. This increased efficiency and sped transactions relating to shipments being delivered and released. The logistics provider was able to integrate all the information and documents for each shipment, reduce the duplications of documents, and ensure complete documentation assimilation for each shipment.

## THE FUTURE

The results of working with Automation Anywhere were immediate, and the ROI is substantial. Implementing Automation Anywhere was so successful that the supply chain and logistics provider has begun to use it in other areas of their business to perform complex and error-prone repetitive tasks.

> "We now have the ability to pull document reports across all systems and identify documents associated with shipments, so we can manage customer expectations efficiently."

July 2018, Ver. 1

**AUTOMATION ANYWHERE**® Go be great.