

JULY 2020, CASE STUDY

TRANSFORMING LOGISTICS DATA ENTRY FOR A NATIONAL LOGISTICS PLAYER



ARDEM INCORPORATED

THE CURRENT CHALLENGE

The goal of the entire logistics process is to ensure that the entrusted goods are delivered to the right place, at the right time. Logistics operations further necessitate an extensive paper trail that matches goods to the right supplier, correct address along with the applicable freight charges. This results in piles of paperwork including freight bills, load confirmation statements and bills of lading, all of which need to be processed with the utmost care and accuracy.

As operations expand and the volume of paperwork grows, many logistics operators struggle to keep up. Consequently, they find themselves unable to send out the relevant documents in time, thereby delaying shipments or compromising their delivery schedule.

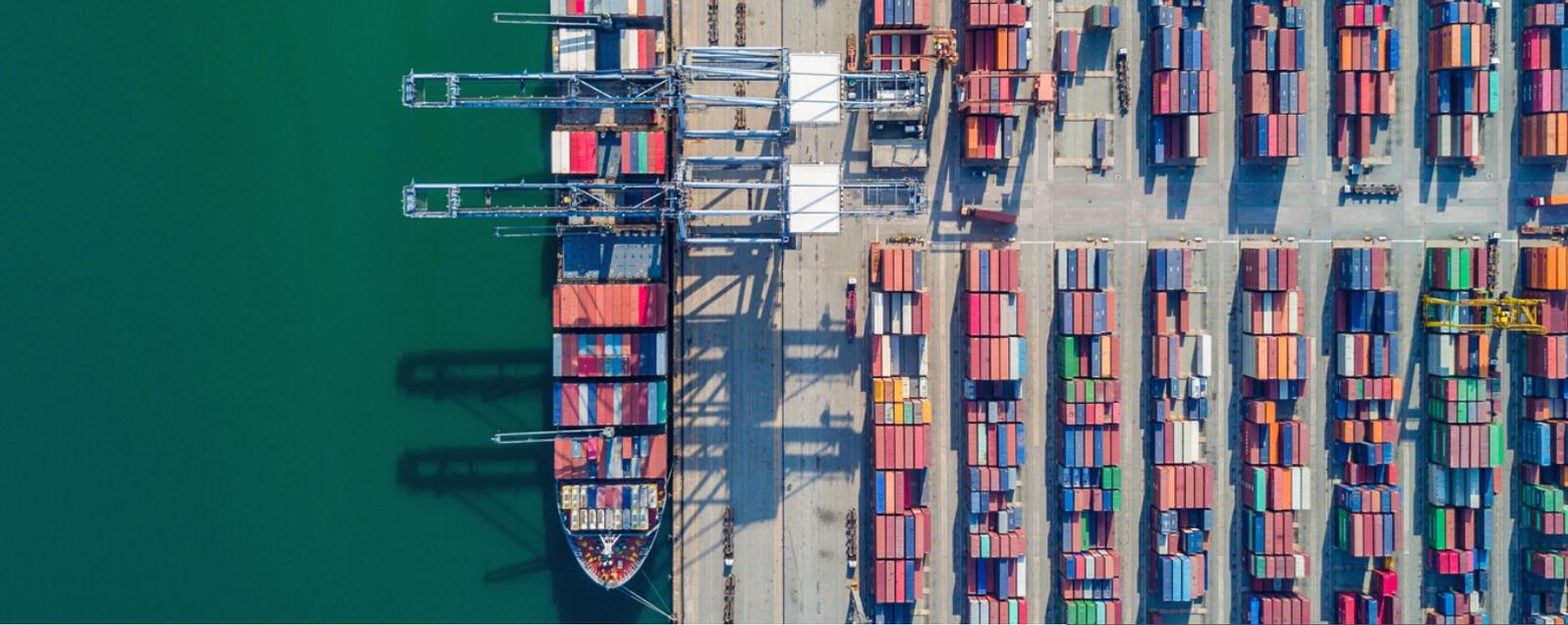
This is exactly where outsourcing comes to the rescue, by using a combination of intelligent automation and effort-based processing, an experienced outsourcing partner can provide high-quality results with greater speed and accuracy for each shipment.

Freight bill data entry and processing are quite laborious and focus-intensive processes and demand accurate data that must be delivered on time. The challenges faced by this logistics company included the need to maintain a high level of accuracy while entering data in real-time for an increasing volume of load confirmations.

KEY BENEFITS

- Reliable Training Process
- Real-Time Processing within 30 minutes of receipt
- Ensured Accuracy
- Security and Compliance





PROJECT DESCRIPTION

Large Volume Real-Time Data Processing

ARDEM was approached by a major freight shipping and logistics company, which just happens to be the 6th largest in the national market. Keeping in line with the increased efforts to build supply chain resilience in the current climate, the accelerated shipping operations came with increased volumes of paperwork as well.

Their current processes require around 20,000 bills to be processed per day. Once we were apprised of their requirements, our team jump-started their project immediately, studying their standard operating procedures (SOP) and training analysts for processing bills.

The Challenge of Training Teams

Our primary challenge was to train analysts to extract and enter data from different data points in the bill with both speed and precision. However, this is easier said than done as training analysts for BOL processing requires:

- Basic knowledge of how to read BOL/BOL terminology
- Numerous class numbers that need to be tagged with each BOL
- Maintaining quality and tracking productivity of all new trainees

Training the BoL Analysts

In order to overcome these issues, we created a training platform by mirroring their current system and process on our internal platform.

This allows us to manage the training, track the progress, and reduce risk while working in their current freight billing system.

Training for the new analyst can take between 1-2 months. The first two weeks are very crucial to monitor and audit an analyst's work to ensure accuracy and track their progress.

BENEFITS OF WORKING WITH ARDEM

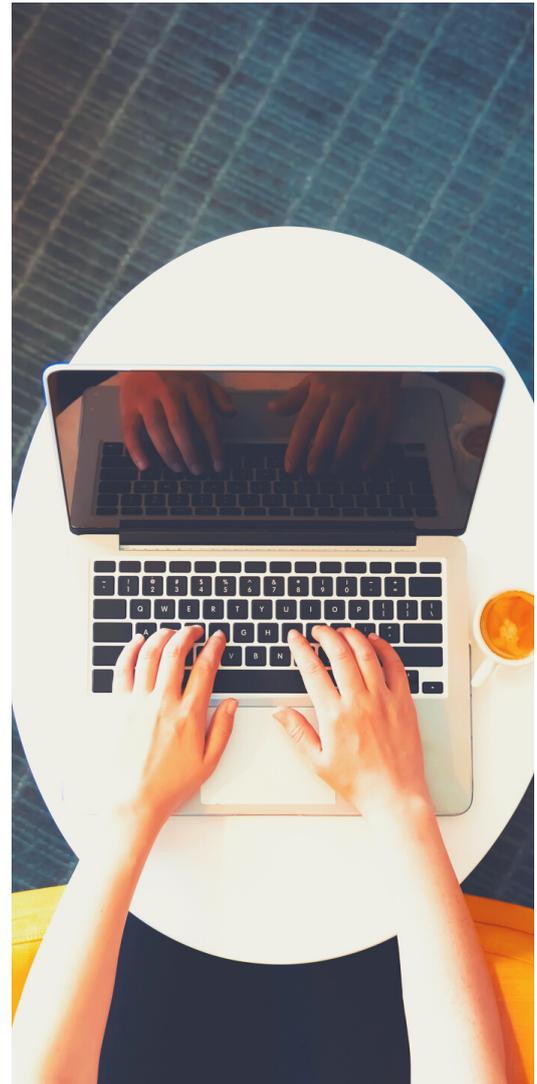
Our initial goal was to start with processing 5,000 bills each day and ramp-up processing to the point where we can process 10,000 bills in a day and then eventually 20,000 bills every day. The entire process involves several complex steps.

With the current COVID-19 outbreak, the volumes of Bill of Lading that needed to be processed has skyrocketed. Our capability to hire and train large teams in a short amount of time proved to be exactly what this national logistics company needed.

They remarked that our ability to implement an elaborate training system to enforce quality checks and monitor the performance during training prior to entering live into their system was a game changer. This proved especially useful when scaling up to meet the increasing Bill of Lading processing demand.

During the peak hours of 4pm-9pm, ARDEM would ensure that bills would be entered within 30 minutes of receipt by adding additional analysts to the team. The goal is to have 99% of all Bill of Lading efficiently and accurately entered by 11PM.

As a result, ARDEM has been able to increase processing from 5,000 bills to 10,000 bills very quickly and is on track to process 20,000 bills daily.



ARDEM is completely committed to providing absolutely nothing less than 100% satisfaction to both its employees and clients. The aim is to build a strong network of closely-knit people who are passionate about their work and take pride in what they do.

ABOUT ARDEM INCORPORATED

ARDEM Incorporated delivers success for companies looking to efficiently streamline their processes and improve ROI. We implement the world's most sophisticated Technology platform combining human interaction with advance technologies to automate business processes and lower operational costs.



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