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DWcts

Automation Helps Daewon Chart a Course to Double Annual Revenue

SS&C | Blue Prism®
Customer Excellence Awards **2025**
INNOVATION BRILLIANCE

APAC ALL-STAR

Business Impact

30%	**2x**	**<1%**
improved cost and profit recognition speed via automated customs documentation	projected revenue growth with current headcount	error rate improves compliance

Daewon CTS is South Korea's largest IT distribution company and holds exclusive agreements with global vendors like Microsoft, NVIDIA and AMD. The company imports products from these global manufacturers, processes customs clearances and distributes products domestically. This complex supply chain requires a wide variety of documentation, which must be processed quickly and accurately. To ensure they handled this important work efficiently, Daewon assigned it to their team of SS&C Blue Prism digital workers. Their success and innovative approach earned them an SS&C Blue Prism Customer Excellence Award for Innovation Brilliance.

"With help from SS&C Blue Prism, our entire business workflow is now transparently managed across all stages including order placement, production, shipping, customs clearance, warehouse receiving, sales and payment processing. Interdepartmental coordination has improved, leading to a more streamlined workflow. We can now accurately plan cash flow and financial operations, improving financial stability."

Alex Ha
CEO
Daewon CTS

Challenge

Global manufacturers require extensive documentation — like air waybills, import declarations and tax invoices — before releasing their products to local distributors. Eight or more different types of documents are required to import and distribute a single product. Daewon works with more than 30 global manufacturers, so they must process 125 document types and 8,000+ pages every month. Ten employees were responsible for manually entering and verifying all these documents. Managing such high volumes made it challenging to maintain accuracy and left the process vulnerable to errors. Inefficiencies grew as work was passed between teams and tasks were often duplicated.

Solution

Daewon automated their document intake process from end-to-end with SS&C Blue Prism. When the manufacturers' documentation is received into Daewon's systems, the documents are classified, and the relevant data extracted and converted into a digital format using intelligent document processing (IDP) and machine learning (ML). Once this is complete, the digital worker enters the data into an internal database and sends email notifications to all pertinent departments.

With end-to-end automation, data-entry errors have dropped to less than 1%, items clear customs and arrive at warehouses faster, and employees now focus on complex case reviews and exception handling. All documents are centrally managed, allowing for easy-to-access audit records, ensuring legal and tax requirements are met, and giving teams real-time visibility into each document's status. Seamless, reliable transactions build stability and deepen Daewon's long-term relationships with global vendors. The company is now positioned to double revenue while their current headcount and fixed costs remain unchanged. They've saved more than $83,000 and returned 3,600 hours back to the business. Profits have been reinvested in marketing and brand building and in ongoing employee development programs, which reinforce a cycle of continuous improvement and business performance.

Daewon will continue their digital transformation by developing an enterprise AI platform which will unify scheduling, sales, product data and document searches into a single system. Automation and IDP are critical components to this new platform as they will be used to digitize additional documentation and refine data for AI learning.

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