



DRIVING EFFICIENCY: DATAMATICS AI STREAMLINED SDS RETRIEVAL IN LOGISTICS

DATAMATICS

The client is a leading US-based provider of safety and compliance solutions for various industries, including transportation, with a focus on helping businesses create safe work environments and comply with regulations. The client has the services, resources, and experience to help manage risk and keep drivers and vehicles safe and legal on the road.

The Challenge: A Slow, Error-Prone SDS Retrieval Process

For a leading trucking company, ensuring smooth operations meant handling over 100+ daily SDS (Safety Data Sheet) requests from drivers transporting chemicals. However, retrieving the correct SDS was far from straightforward.

With a vast database of 600,000+ SDSs, manually searching for the right document became a time-consuming bottleneck. Drivers often submitted misspelled or incorrect chemical names, leading to mismatches and delays. The accuracy rate for first-time matches was just 5%, meaning 95% of requests required manual intervention. As demand increased, SDS retrieval times stretched to 2–3 days, slowing operations and limiting the company's ability to scale.

The Solution: AI-Driven SDS Retrieval for Instant Access

To eliminate inefficiencies, Datamatics developed an AI-powered retrieval system that automated SDS matching in real-time.

- **AI-driven search automation** enabled drivers to enter natural language queries via text, instantly retrieving the correct SDS.
- Smart error handling recognized spelling variations and naming inconsistencies, preventing mismatches that previously caused delays.
- Automated workflows replaced manual intervention, reducing processing time from days to minutes

With AI-driven automation, the trucking company didn't just improve efficiency—it redefined how logistics operations function, setting new industry standards for speed, accuracy, and customer satisfaction.

The Impact: Speed, Accuracy, and Seamless Operations

SDS retrieval time

was reduced from 2–3 days to a few minutes

Accuracy improved

significantly, minimizing manual intervention

Faster document access

ensured quicker shipment processing and reduced downtime

Enhanced driver experience

with instant, accurate SDS retrieval before every trip

ABOUT **DATAMATICS**

Datamatics enables enterprises to go Deep in Digital to boost their productivity, customer experience, and competitive advantage. Datamatics' portfolio spans across three pillars of Digital Technologies, Digital Operations, and Digital Experiences. It has established products in Intelligent Document Processing, Robotic Process Automation, AI/ML models, Smart Workflows, Business Intelligence, and Automatic Fare Collection.

Datamatics caters to a diverse global clientele across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing. The Company has a presence across four continents with significant delivery centers in the USA, India, and the Philippines. To learn more about Datamatics, visit www.datamatics.com

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