



CANADIAN CUSTOMS BROKERAGE FIRM INCREASES DOCUMENT PROCESSING OUTPUT BY 1400% OVER A PERIOD OF 7 YEARS

THE CLIENT

One of the largest international customs brokers in Canada, established in 1950, with a footprint that spans more than 40 offices across North America

THE REQUIREMENT

Swift and error-free document processing of Canadian customs forms to accelerate the transmission of electronic documents to customs authorities for approval, release shipments on time, and boost business growth

THE OUTCOME



1400% increase in document processing output from 2007 to 2013



Cost savings of 40-50%



Data entry accuracy of 99.5%



Slashed document processing time



THE BUSINESS CHALLENGE

Our client is one of the largest international customs brokers in Canada, with more than 40 offices across the country and USA. In 2007, they required processing of B3 forms in order to transmit accounting documents through the Customs Automated Data Exchange (CADEX) system to the Canada Border Services Agency (CBSA).

Impeccable quality of document processing and data entry, and swift turnaround time were of paramount importance to avoid a penalty being levied on the client and to accelerate their business productivity. Based on Invensis Technologies' experience in the logistics BPO services domain, they came to us to solve this critical business requirement.

THE INVENSIS ADVANTAGE

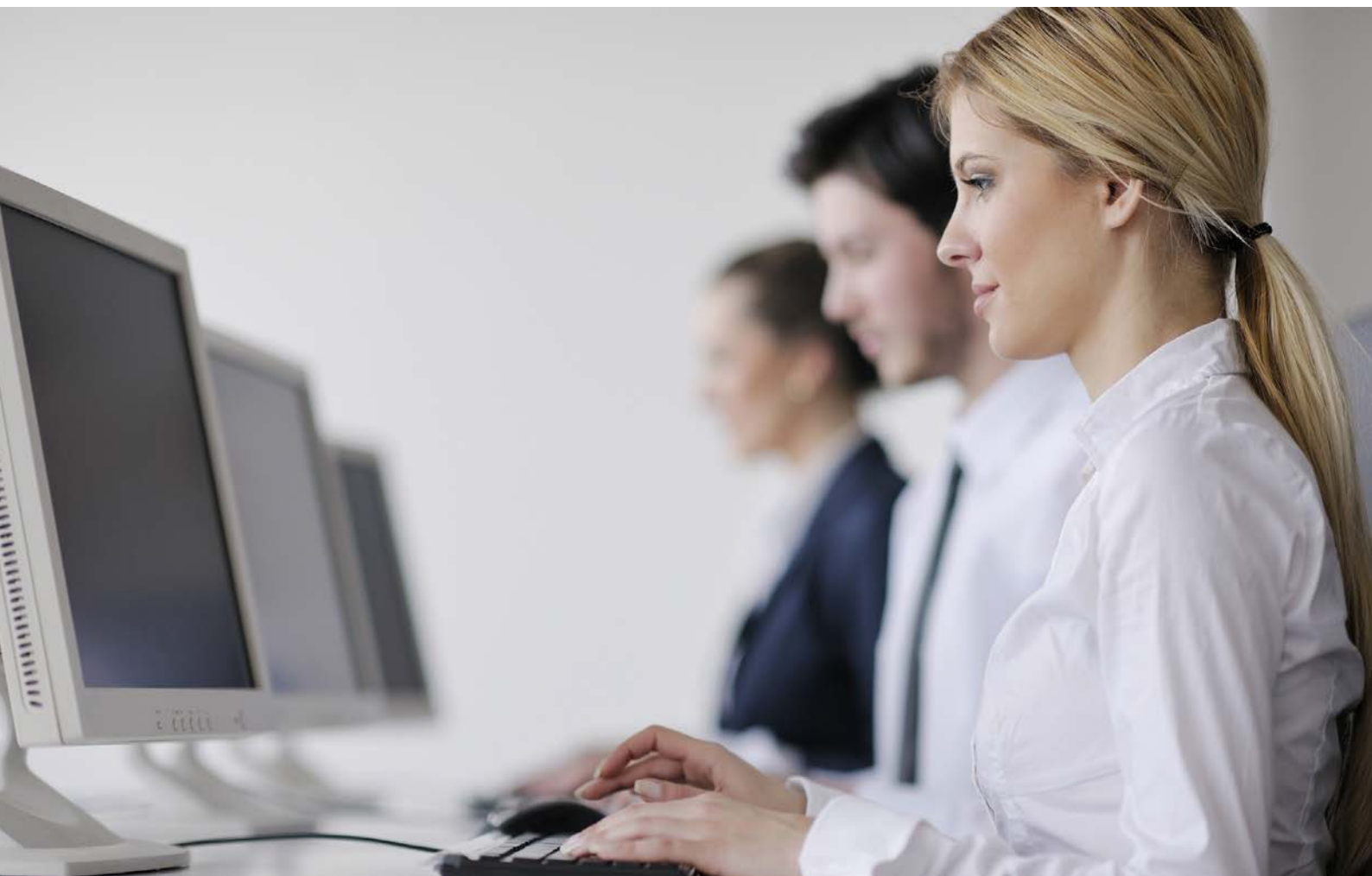
Requirement Analysis

- Understanding the business requirement of the client to drastically reduce document processing times from 30 days to 24 hours, while increasing accuracy rate
- Identifying the desired business outcomes of outsourcing:
 - Increase Low Value Shipment (LVS) profit margins by reducing personnel-related expenses
 - Improve scalability so that LVS volumes could grow without placing additional burden on the organization

- Significantly reduce customer disputes and short payments
- Boost cash flow by providing the client with the ability to collect duty and Goods and Services Tax (GST) disbursements prior to remitting payment to the CBSA
- Adopting a results-based planning approach to determine optimal allocation of resources and implementation of BPO services

Process Implementation

- Streamlining the process by appropriate division of responsibilities between personnel
- Conducting rigorous training to ensure a high-quality output
- Utilizing our Certified Customs Specialist expertise to provide document process efficiencies to the client
- Accurate data entry in the client's software, hosted on a secure server, for CADEX processing of LVS B3 forms
- Swift and accurate input of data across a number of critical fields, including invoice total in Canadian dollars, vendor, export information, origin of the product, shipment date, discount, additions, and line item codes



The Invensis Advantage for Customs Brokerage Services

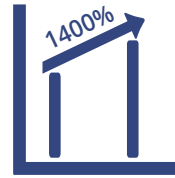


- Creating new line item codes when required
- Allocating a dedicated quality assurance team to optimize output
- Modifying the process and allocation of resources to take on the additional mandate of High Value Shipments (HVS) which need to be completed within a shorter deadline
- Delivering additional value to the client by providing services beyond Canadian business hours and days, as per the business requirement
- Ramping up operations to process additional responsibility of real-time Release Minimum Document (RMD live shipments) forms
- Scaling processes and resources over time to manage multiple locations of the client and different processes, such as NAFTA Verification and Ratings
- Formulating clear-cut instructions and Standard Operating Procedures for specific customers of the client to facilitate accelerated processing of forms
- Maintaining a buffer staff to ensure no downtime for the client

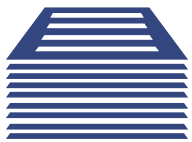
THE RESULT



From 24,000 customs documents processed in 2007, the output increased to more than 360,000 in 2013



The business achieved a 1400% increase in customs documents processed over a period of 7 years from 2007 to 2013



More than 30,000 B3 LVS and HVS forms and 5,000 RMD Live processed per month at present



Cost savings of 40%-50% in lieu of having to invest in trained personnel in-house



Improvement in data quality levels to 99.5%, from 95% prior to outsourcing



Increase in business productivity with time zone advantage of outsourcing



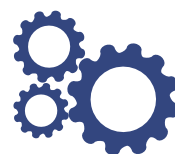
Shipments cleared on time and avoidance of penalties for late customs clearance



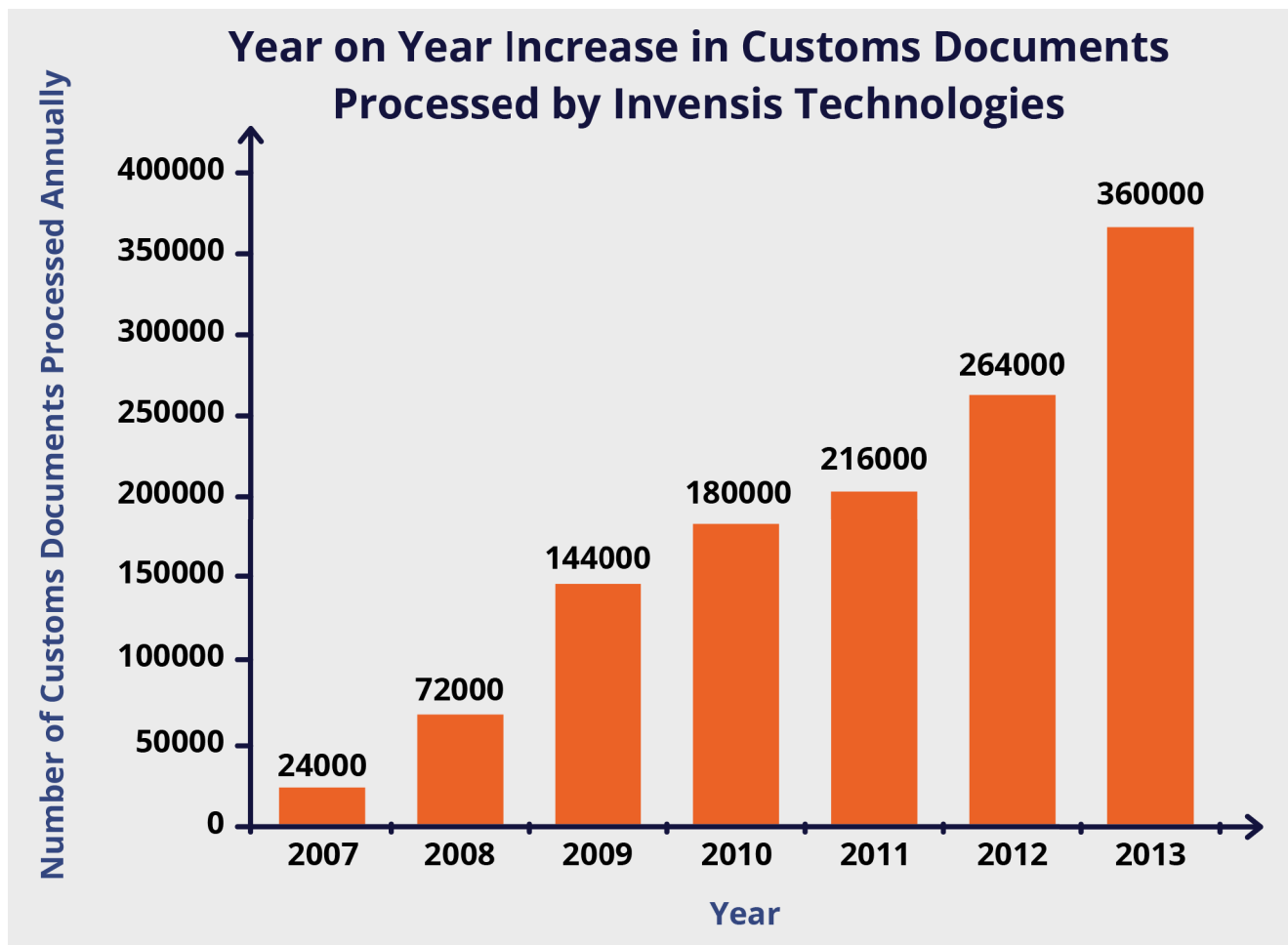
Streamlined outsourced processes as a result of Certified Customs Specialist expertise at Invensis



Complete transparency of outsourced processes through up-to-date reports, and rapid resolution of bottlenecks



500% increase in number of processes outsourced between 2007 and 2014 to avail cost, productivity and quality efficiencies



By outsourcing the requirement of document processing and data entry to Invensis, the client was able to expedite the clearing of shipments in a cost-effective manner and focus on their own core competencies. Our certified expertise in Canadian customs processes also enabled optimization of outsourced operations.

As the benefits of outsourcing to a reliable partner like Invensis unfolded for the client from 2007 onwards, additional responsibilities were assigned to us. From initially handling LVS B3 customs forms for CADEX processing, we were also given the mandate for HVS B3, RMD and RMD Live forms, and NAFTA Verification and Ratings processes. From one location in Montreal, we expanded our scope of work to multiple offices of the client. The partnership continues in 2014, a testimony of the trust reposed by the client in our customs brokerage BPO services.

TESTIMONIAL

"Invensis has afforded us great savings along with the ability to no longer focus on staffing. We are processing the LVS much more effectively, and best of all, we don't have to manage the process."

— President, Canadian customs brokerage firm

INVENSIS FACT FILE

- ▶ 14+ years of experience
- ▶ ISO 9001 and 27001 certified
- ▶ Multiple delivery centers
- ▶ 1000+ trained professionals
- ▶ 7+ service verticals
- ▶ 200+ clients served around the world

OUR WORLDWIDE CLIENTELE



CONTACT INVENSIS

For more information on how Invensis' customs brokerage outsourcing services can accelerate your business efficiencies, contact us today.





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10 Most Promising
BPO Companies in India**