Invensis
Global Outsourcing Services

LARGEST NON-BULK COMMODITY RAIL-TRANSLOADING COMPANY IN THE US ACHIEVES ENHANCED INVOICE PROCESSING EFFICIENCY THROUGH OUTSOURCING

THE CLIENT

A leading US-based transportation company and technology solutions provider for inventory management; they are also the largest rail-transloading company in the country for non-bulk commodities.

THE REQUIREMENT

Manual validation of the details contained in scanned logistics shipment invoices which have already been captured through OCR / ICR technology
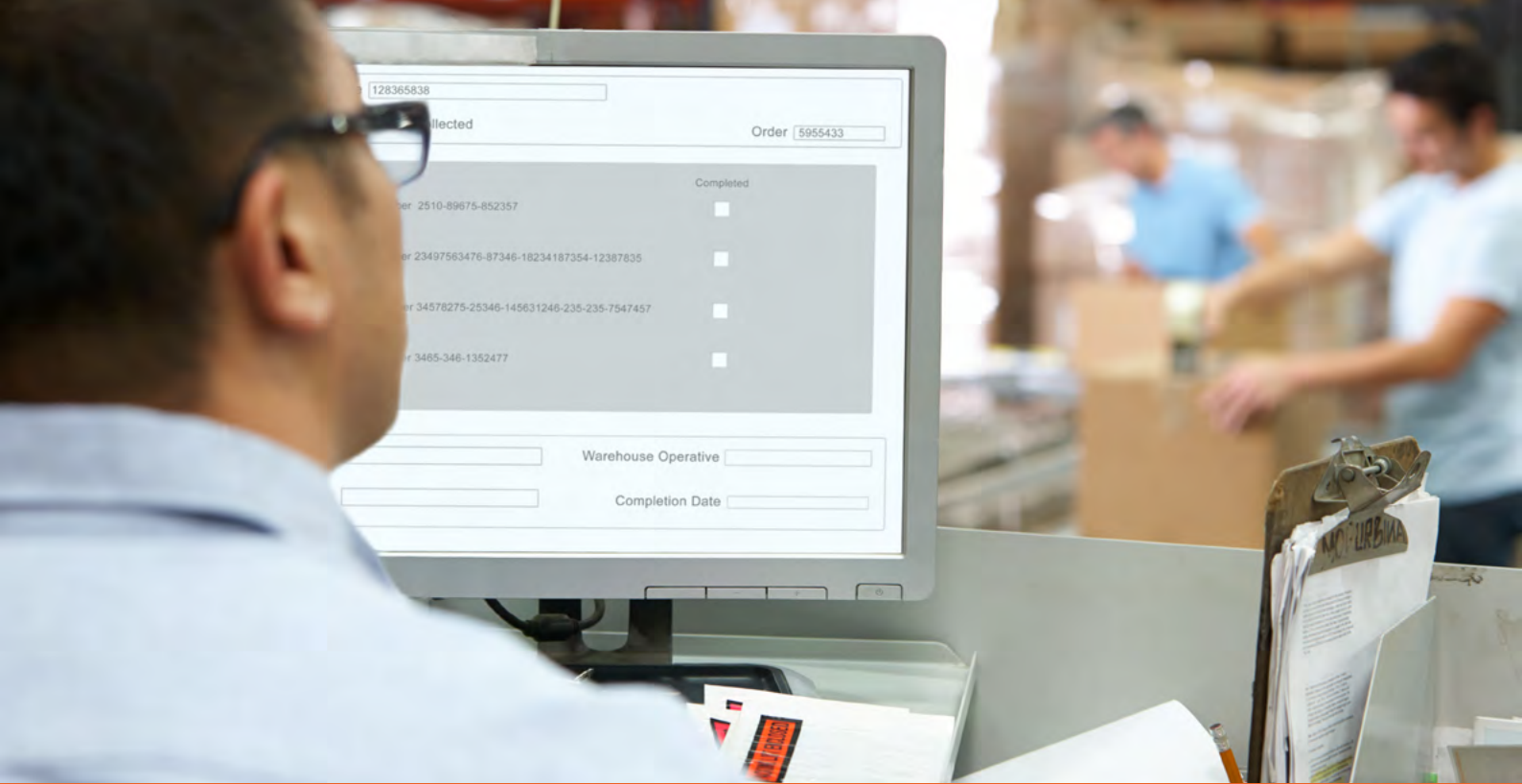
THE OUTCOME

3,500+ Invoices manually validated for OCR / ICR data capture per month

99% Accuracy in output by following quality management standards

50% Resource cost saving

ABOUT THE CLIENT

Headquartered in the US, our client is a leading transportation company catering to client requirements for modal-to-modal inventory management and delivery services related to Southern California. The company began as a family-run pick-up and delivery business in 1948 and expanded over time into offering LTL and public warehousing services, subsequently moving into rail-transloading. They are presently the largest rail-transloading company in the country for non-bulk commodities. In addition, they are an industry leader when it comes to providing technology solutions for inventory management and has achieved national recognition.

THE BUSINESS REQUIREMENT

In 2008, our client was faced with an urgent requirement for manual verification of the data capture from invoices, that was enabled through Optical Character Recognition (OCR) and Intelligent Character Recognition (ICR) technology. The validation had to be performed in a meticulous manner, while still being completed within a fast turnaround time. Efficient implementation of this task would result in improved customer satisfaction. However, the client did not have the resources to deploy for executing this operation in-house.

Looking to outsource to an expert, the company approached Invensis Technologies, an experienced BPO services company with expertise in data processing and data validation.

Requirements Gathering and Process Implementation

- Close collaboration with the client to understand the business challenge, the required Standard Operating Procedure (SOP) and the level of skill required in the data validation professionals

- Qualified personnel were selected internally as per the requirement and 1-week training was imparted on live data to ensure knowledge of the software and the task.

- Invensis Data Validation Professionals would log in to the client FTP through a Virtual Private Network (VPN) as desired by the client for information security.

- They worked on the software to validate different fields of the scanned invoice that were already captured by the OCR / ICR technology; these fields included load tally, BOL number, signature and so on.

- Over 3,500 invoices validated every month

THE RESULT

More than 3,500 invoices manually validated for OCR / ICR data capture per month

99% accuracy in output by following quality management standards

Increase in efficiency in completing the process through outsourcing, as compared to internal implementation

50% resource cost saving

Increased customer satisfaction as a result of accurately processed invoices

Outsourcing to Invensis was cost-effective and enabled the client to ensure that the data capture from the invoices using the OCR / ICR technology was accurate. As an ISO 9001 certified company, we focused on maintaining quality management standards in the data validation process. In addition, the measures we took in keeping up with our ISO 27001 certification assured the client that their data was being protected against any risk.

With more than 3,500 invoices being validated every month, the client was able to achieve the required efficiency for this process, and consequently, was able to improve customer satisfaction levels.

INVENSIS FACT FILE

▶ 16+ years of experience
▶ ISO 9001 and 27001 certiﬁed
▶ Multiple delivery centers
▶ 2000+ trained professionals
▶ 9+ service verticals
▶ 200+ clients served around the world

OUR WORLDWIDE CLIENTELE

CONTACT INVENSIS

For more information on how Invensis' Logistics BPO Services can streamline your business operations, contact us today.

USA

Invensis Inc.,
1000 N West Street,
Suite 1200,
Wilmington,
DE 19801

India

Invensis Technologies,
34/1, Upkar Chambers, RV Road,
Basavanagudi, Bangalore - 560004,
Karnataka, India

Reach Us 24/7

🇺🇸 USA +1-302-261-9036
🇬🇧 UK +44-203-411-0183
🇮🇳 IND +91-80-4115-5233
🇦🇺 AUS +61 3 8820 5183

Email us: sales@invensis.net

Know more: www.invensis.net

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Rated One of the 10 Most Promising BPO Companies in India