

OPERATIONAL EXCELLENCE DRIVES LOGISTICS GIANT TO NEW HEIGHTS



THE CLIENT

An emerging US logistics organization, with clients located across North America.

REQUIREMENT

The client's current method for processing Bill of Lading documents was inefficient and was hurting the growth of the organization. They were seeking an outsourcing partner who could develop a more effective way to process BOLs.

OUTCOME

- ▶ Reduced error rate
- ▶ 60% cost reduction
- ▶ 99% accuracy
- ▶ Increased volume of bills processed per day

The Client

Based in the US, our client was emerging as a leading logistics services provider. With a large number of clients spread across North America, they were finding it difficult to handle the increase in document processing that came along with a growing client base.

The Challenge

While our client had established many operational efficiencies within logistics, they were quite overwhelmed with the billing aspect of their service. They lacked the capability to accurately and promptly complete Bill of Lading documents and this was resulting in a high error rate and an unimpressive level of customer retention. In order for the company to maintain its rate of growth, a more competent method for processing BOLs was a necessity.

The Invensis Solution

Working with key members of the client's team, we were able to gain a full comprehension of the project requirements and their desired outcomes. We established that the current system for processing Bill of Lading documents was inefficient and was damaging the organization and impeding their growth.

We brought together a team of experienced logistics processing executives, who worked exclusively on our client's project. Our system for processing BOLs exceeded our client's expectations and resulted in the organization forming a long term partnership with Invensis



“We have seen consistent improvement on quality, turn around time and customer satisfaction, which is outstanding.”

Managing Director

THE RESULT

By involving the client in our processes we were able to achieve and maintain a full understanding of their needs. We placed great emphasis towards communication and upheld this for the duration of the project.

With a more effective method for processing BOLs, our client was able to maintain a consistent level of growth and is now recognized as a worldwide leader in logistics. With BOL processing from Invensis, they were able to increase the efficiency of their supply chain, while also reducing the costs involved.

Our client was extremely satisfied with Invensis, not only in terms of the direct benefits we were able to produce, but also with our commitment to support and communication. As a result, the organization has maintained its partnership with Invensis for over 7 years – in that period we have processed in excess of 25 million the organization's BOLs and other freight invoices.

**60% reduction on
billing costs**

**Increased volume of
bills processed per
day**

**Accuracy of bills
enhanced to 99%**

**Company gained
more time to spend
on core business**

THE INVENSIS ADVANTAGE

- ▶ **1200+ professionals**
- ▶ **ISO 9001 & 27001 certified**
- ▶ **Fully customizable service to suit every business**
- ▶ **Over 12 years of experience**
- ▶ **Numerous global delivery centers**
- ▶ **Highly trained personnel**

OUR WORLDWIDE CLIENTELE



ABOUT INVENSIS TECHNOLOGIES

Invensis Technologies is a US based business process outsourcing firm with delivery centers located in Bangalore and Hyderabad, India. Since 2000, Invensis has been catering to the diverse outsourcing needs of clients in a wide range of industries, including manufacturing, automotive, hospitality, customs brokerage, healthcare, energy and banking. Invensis is constantly striving to add value to clients' businesses through streamlined back office processes and significant cost savings. To learn more about how Invensis can assist you, [contact Invensis today](#).