It's a Challenging Environment

KOFAX

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With logistics accounting for 9% of global gross domestic product (GDP), it's one of the largest and most productive industries in the world.

Competition in the logistics sector is fierce, driving prices down and squeezing already razor-thin margins. Logistics providers are being forced to offer better service to win new customers and retain their top accounts.

Outdated systems and manual processes create further challenges, slowing your operations and hindering your ability to grow revenue. According to an Edge Research study[1], half of surveyed companies still use manual processes for monitoring changes, exceptions and disruptions to their supply chain and plan activity.

Transportation and third-party logistics (3PLs) providers often employ a number of back-office staff and customer service representatives (CSRs) to manually enter and re-key data for several core business activities, including:

- Scheduling and tracking shipments (Track and Trace)
- Gathering freight bill payment
- Generating and collecting on invoices
- Resolving payment disputes
- Securing proofs of delivery
- Capturing, researching and closing out loads

These manual tasks are time- and labor-intensive and can result in significant inefficiencies and productivity losses for your business. That's in addition to being mind-numbing, mundane work that saps employee morale.

"Logistics has introduced digital innovations at a slower pace than some other industries. This slower rate of digital adoption brings enormous risks that, if ignored, could be potentially catastrophic for even the biggest established players in the business."
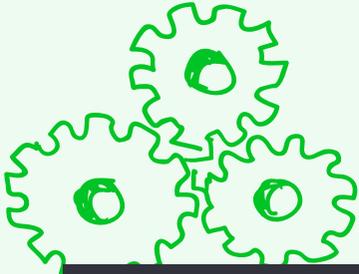**— Digital Transformation of Industries: Logistics, World Economic Forum and Accenture[3]**

DID YOU KNOW?
32% of transportation and logistics companies rely on manual steps in more than 50% of their processes.[2]

[1]LinkedIn
[2]Kofax
[3] World Economic Forum and Accenture

DID YOU KNOW?

In the logistics sector, 15% of respondents in an Edge Research study said, "Manual processes are holding back our ability to handle business growth and the associated transaction volume."[4]

Carriers often employ traditional integration methods, such as electronic data interchange (EDI), to automate the exchange of information between customers and partners. But very rarely does EDI completely transform manual tasks for maximum efficiencies.

EDI can be rigid and usually requires both you and your business partners to work in exactly the same way with standardized formats for data exchange. It's also expensive, and with already tight profit margins, 3PLs and other logistics providers aren't able to make the full investment that EDI requires. According to an Eyefortransport[5] survey of more than 200 organizations, the biggest challenges companies face when it comes to EDI are implementation and lack of real-time data.

For years, logistics providers have been caught between the hammer of extensive manual processes to run their operations and the anvil of high personnel costs driven by that burden. This also ties up the time and resources needed for investing in new products and services.

Fortunately, there is an emerging, cost-effective technology—robotic process automation (RPA)—that can automate repetitive, manual tasks and free up your workers for more valuable, strategic work. The work your employees do in manually moving information between applications, clicking between windows or swiveling their chair to work between machines or monitors can now be automatically done behind the scenes by intelligent software robots.

[4]LinkedIn
[5]Eyefortransport