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## SUCCESS STUDY: Davies Turner



An international freight forwarding company that specializes in shipping and logistics for land, sea and air freight.

### CHALLENGE

- Integrating data from internal systems, partner systems and third-party websites
- Manual tracking of orders, resulting in slow response times to customer queries on order status

### RESULTS

Using RPA, Davies Turner streamlined order and inventory tracking, increasing the number of shipments tracked by 1000% and speeding customer responsiveness without adding staff.

"Kofax Kapow helps us deliver much faster and responsive service to customers. While in the past, it could take our teams around 15 minutes to respond to a request or information on a shipment, today they can answer in real time."

— **Darren Gurney, Logistics Systems Manager, Davies Turner**

