



10 Minutes to Perform a
240 Minute Task with 100% Accuracy
Through Digital Workforce

Summarizing Situation

A leading international logistics and supply chain company deployed large workforce of 10-12 team members for monitoring and collecting right tax payable for import in the country. The volume of consignments was as high as 2000 consignments a day. The process required manually accessing of various applications and systems for shipment of each consignment.

Process Steps

1. Register the individual consignment on Government's tax site
2. Confirm how much tax is payable
3. Verify whether tax is already paid or not by the consignor
4. If already paid, then check whether the right tax is being paid or not
5. Reconcile daily, fortnightly, and monthly reports to verify variance between the tax payable and actual tax paid by the consignor and variance between the tax paid on behalf of the consignee to the government and tax collected from the consignee at the time of delivery

Business Impact

Repeating so many steps for each consignment every day, referring multiple systems, searching records, populating custom created spreadsheet, reconciliation, and settlement along with the daily, monthly, quarterly, and yearly reports was cumbersome.

On an average 2000 fresh records were hitting the system every day. Any error means loss of revenue to the company.

Repetition of the same work was creating challenge of talent management and decreased productivity because the workforce did not have any motivation to do this type of monotonous job.

The client was incurring revenue loss because of the manual handling and processing of so much data. Day by day, it was becoming difficult to achieve the error-free process due to:

1. The time-consuming and cumbersome task
2. Time loss in the reconciliation
3. Misleading information and reports

Resolution

Softude was already working with the client on other projects. They approached us and discussed the problems they faced during the manual process of handling the consignments. This step-by-step process was very systematic and repetitive in nature.

Softude recommended the client to go for Robotic Process Automation. We suggested them Digital Workforce who can work like humans and execute task one by one. The whole process was suggested to be completed by 3 bots. Client opted to go ahead with the recommendation and soon they were brought to life.

These bots were made smart enough to identify exceptions and meticulously handle them. They also generate the error log file at the end of the process to take corrective action if the need be.

Softude's team of professionals utilized the capabilities of Automation Anywhere tool for this project and helped the client to transform the process and reduce the time taken to complete the process from a day to few minutes within 10 days. The monotonous and manual process was automated and also provided insightful reports for decision making.

Resolution Impact

- 100% accuracy achieved
- 98% reduction of process time
- Complete mitigation of financial loss
- Better data visibility
- Zero human intervention

About Us

Incorporated in 2005, Softude is a global IT consulting and services company with expertise in architecting digital transformation solutions and providing software product engineering services. We are dedicated to creating innovative and interactive digital experiences that connect people to the brand. These software solutions that are used across 32+ countries are engaging audiences in-venue, on the web, and personal mobile devices. Our highly competent and trusted team delivers digital brilliance that accelerates our client's digital-first journey.

Softude is a CMMI Level 5 appraised, ISO 27001:2013, ISO 9000:2015, and a Great Place to Work For certified company.

Contact Us



www.softude.com



info@softude.com



+91-9303800613



+1 970 316 3846

+1 725 285 5601