

Transportation & Logistics

Automated processes for a better customer experience and higher profitability

Challenges in the logistics sector

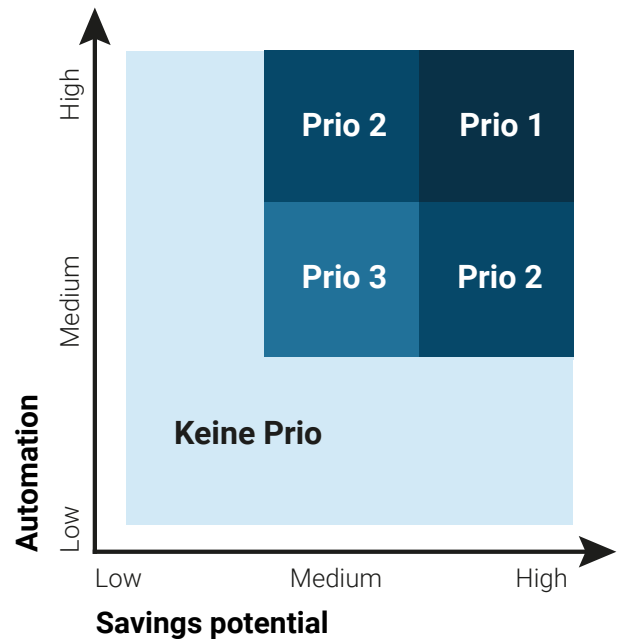
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Balancing efficiency and delivery capability
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Reduced error rates and fewer rebookings
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Transparency regarding dependencies
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Customer-centric planning
- 
Data-driven productivity
- 
Quality improvement in order fulfillment
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Process agility
- 
Tracking methods and route optimization

- Competitive pressure:** Competitive and pricing pressures have characterized the market for some time now, and they are only increasing – reinforced by crisis-related restrictions that have led to more orders in the transportation and logistics sector.
- Optimization potential:** Both service providers and manufacturers of products such as machine tools, car parts, pharmaceutical products, food, and other export goods are facing increasingly complex dynamics in their supply chains. Internal processes such as shipment planning and workflow monitoring harbor major optimization potential due to their many manual steps. Customer communication on both sides is often only partially digitalized in the form of e-mails and attachments, or even still handled by analog means.
- Digitalization is the solution:** Transportation and logistics companies depend on the efficient, proper handling of their core and support processes. Digitalization is the solution, but what technology can be implemented to add value in both the short and long term?



Robotic process automation – for better profitability in the logistics sector

- Robotic process automation (RPA) is an approach that involves the **development, provision, and management of virtual robots (software)**. These infallible virtual assistants, which mimic human activities during interactions with digital systems and software, are capable of entering and extracting data, performing clicks, selecting information, and much more.
- RPA streamlines processing flows in areas like order management and requirements planning, which makes companies **more productive (and thus more profitable) and better able to react to changing markets**. RPA also makes for more satisfied employees because they no longer have to drudge through routine everyday tasks.
- What's more, when combined with the digitalization of printed documents, RPA delivers a **rapid return on investment**. In addition to quick, sustained cost savings, companies that get the most out of RPA benefit from having more time to spend on partner and customer campaigns.
- Scheer recommends a **customer- and business-centric strategy** that identifies and prioritizes the overall potential at hand based on facts gathered in just a few pilot implementations. At the same time, our approach determines the change and governance methods that will facilitate smooth operations.



- | Automation potential | Potential savings |
|----------------------|----------------------|
| ■ Rule-based | ■ Volume |
| ■ Variance | ■ Processing effort |
| ■ Structured data | ■ Development effort |

RPA pilot topics



- | | |
|--------------------------|-------------------------------|
| ■ Cargo shipped | ■ Lading management |
| ■ Shipment management | ■ Report management |
| ■ Delivery communication | ■ Fuel consumption statements |
| ■ Supplier management | ■ Document management |

About Scheer

As a consulting and software firm, the Scheer Group supports companies in the development of new business models, the optimization and implementation of efficient business processes, and the dependable operation of their IT systems. In the development of products and services, it focuses in particular on guiding companies through their digital transformation.



Do you have questions on these subjects, or would you like to talk with us about specific projects? **Simply send us an e-mail or give us a call!**

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