MOURI TECH®

Rapid Transformation:

Deploying AI-Driven Order Processing for Global Logistics Excellence



Client **Overview**

Since 2017, we have been a strategic partner to a leading global logistics company, instrumental in streamlining their supply chain operations across more than 60 countries. This company is renowned for its extensive and efficient logistics network, ensuring the smooth movement of goods worldwide. Their commitment to excellence has positioned them as a key player in the global logistics industry.

Problem Statement

The client faced significant challenges with their order processing system, which was historically reliant on manual entry. This approach was both time-intensive and prone to errors, complicating operations and reducing efficiency. The complexity was further heightened by the need to accommodate multiple languages due to the company's international presence.

The onset of the COVID-19 pandemic exacerbated these issues. The rapid scaling of their business to meet the surge in global supply chain demands, combined with the pandemic's impact on their workforce, underscored the critical need to enhance their operational capacity and resilience. The manual nature of their order processing system became a bottleneck, hindering their ability to efficiently manage the increased volume and complexity of orders during this challenging period.

Scope of Solution

In response to these challenges, the client requires a solution:

- That can be developed swiftly, without significant capital investment, and with minimal manual intervention.
- The solution must be scalable to match their business growth and adaptable to the evolving demands of the global market.
- It should leverage innovative, cost-effective technologies to automate and streamline the order processing system, ensuring accuracy, efficiency, and the ability to handle multiple languages seamlessly.
- Additionally, the solution must integrate seamlessly with the existing Enterprise Resource Planning (ERP) systems to ensure a unified approach to managing the company's business processes. This integration is crucial for maintaining data integrity, providing real-time insights, and facilitating decision-making processes across the organization.

Solution

As a long-term strategic partner, we developed a managed service model to address the client's challenges effectively. Our solution includes the following key components:

1. **Cloud-Based AI Solution:**
   - Designed and built a cloud-based AI solution to automate the processing of orders from various sources such as emails and file systems.
   - The solution is capable of understanding orders in various formats, including PDFs, scanned images, and more, as well as in multiple languages.
2. **Utilization of Microsoft Azure Cloud AI Services:**
   - Leveraged Microsoft Azure cloud AI services, including Computer Vision, Cognitive Search, and Translator, to achieve rapid solution design and deployment.
   - These services enabled the solution to accurately extract and interpret order information from diverse formats and languages.
3. **Scalability and Adaptability:**

   This approach ensures that the solution is not only quick to implement but also scalable and adaptable to the client's growing business needs.

Business Outcomes:

- **Enhanced Efficiency:** Automating order processing with AI can significantly reduce the time taken to process orders, leading to faster order fulfillment and improved customer satisfaction.
- **Error Reduction:** AI systems can minimize the errors associated with manual order entry, ensuring higher accuracy in order processing.
- **Scalability:** Cloud-based AI solutions can easily scale to handle increased order volumes, supporting business growth without the need for proportional increases in manual labor.
- **Cost Savings:** By reducing manual intervention, businesses can save on labor costs and redirect resources to other strategic areas.
- **Improved Decision Making:** AI-driven analytics can provide insights into order processing trends, helping businesses make informed decisions.
- **Customer Experience:** Faster and more accurate order processing can lead to improved customer satisfaction and loyalty.
- **Integration with ERP:** Seamless integration with existing ERP systems can enhance data integrity and provide a unified view of business operations.
- **DSO Improvement:** An AI-based order-to-cash platform can lead to improvements in days sales outstanding (DSO), enhancing cash flow.
- **Straight-Through Processing:** AI can increase the percentage of orders processed without manual intervention, improving operational efficiency.

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