

CUSTOMER PROFILE

- Global Logistics Solutions and Supply Chain Management
- 10,000+ employees worldwide
- GBS customer under APAC GBS frame agreement managed through their RHQ in Singapore

KM SALES

- BIN in India
- GBS frame agreement managed by BSA
- PoC with Dispatcher Phoenix done by BIN with local offices in India

CUSTOMER NEEDS

- > Manual scanning, processing and emailing to internal application of "Consignment Job Documents" (HBL and supporting documents) with dedicated FTEs, leading to inefficient, error-prone and time-consuming operation across the branches in India.
- > Customer wanted to avoid manual, time consuming and error prone capture process into an automated process through Barcode Cover page of consignment Job details

SOLUTIONS

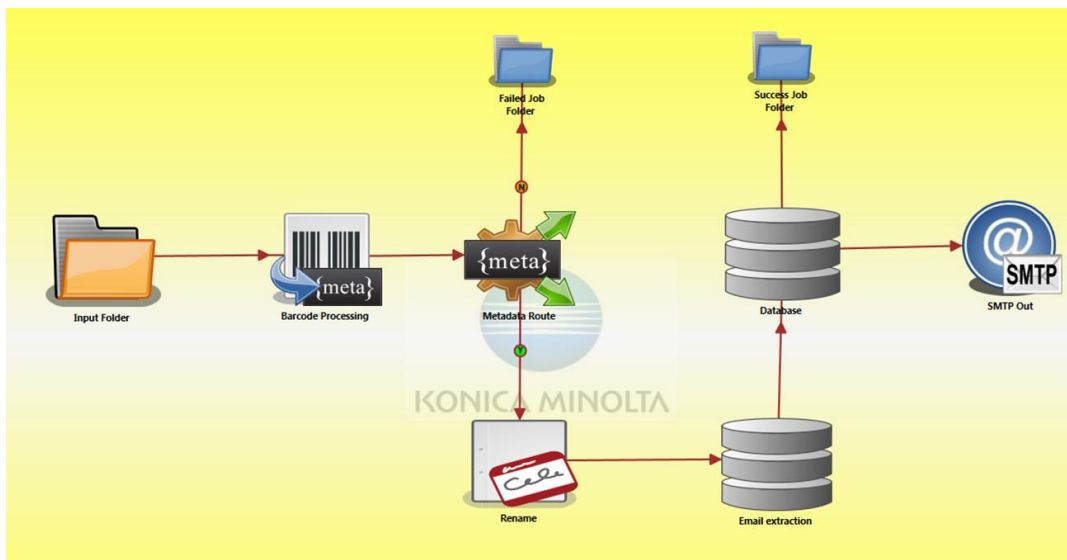
- > Dispatcher Phoenix Office Package with Barcode Processing for 37 bizhub MFPs connected to ODM (Output Document Management) via SMTP
- > "Capturing the hardcopy Consignment Job Docket (120 document types like BL, BE, Customs Duty Invoice, FF invoice etc.,) and process the dockets into single PDF along with supporting documents for electronic archival into BSS/OSS application ODM System."

KEY SUCCESS FACTORS

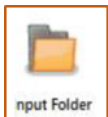
- > "Global Agreement for MPS (since 2011), Strong local relationship (multiple levels), Customer's trust on BIN consulting / technical / support capabilities, long POC (5 months), substantially lower cost compared to competition (Kofax - globally approved / deployed solution by their RHQ DX Committee)"
- > Clear ROI saving 700 man hours / month of FTEs who were manually processing the documents
- > Cheaper than incumbent Kofax offering

ADDITIONAL INFORMATION

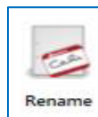
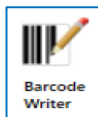
- Customer has 4 instances of DP implemented across 4 locations (Gurgaon, Mumbai, Chennai, Bengaluru) due to WAN latency.
- Customer FTE needs to scan the documents using Konica Minolta MFD.
- Once the scanned file reaches to input node, the workflow starts.
- Barcode will be read from the cover sheet (Five type of metadata will be extracted from the coversheet) and file will be processed further.
- Metadata route will check for the metadata. If its extracted then it will process the file to next node. If there is no metadata, it will go to the Failed Job Folder.
- In the next step the file will be renamed as per metadata extracted from cover page.
- ODBC 1 will extract the email ID for sending the file to ODM (Output Document Management Solution - ECM).
- ODBC 2 will insert the extracted metadata to their database along with default file name and date and time of scanning.
- In the next step the renamed file will be saved to success job folder (Output folder).
- And SMTP Out will send the file to ODM application.



CAPTURE



PROCESS



DISTRIBUTION

