

**CLIENT:** Fortune500 Logistics Company

**BUSINESS:** Logistics

**ISSUES:**

- ❖ Handling of physical documents leading to higher turnaround times
- ❖ Weak MIS
- ❖ Difficulty in retrieving documents

**ENVIRONMENT:**

Windows 2003 server  
.NET framework  
SQL Server2000  
Sharp scanner with TWAIN driver

**BENEFITS:**

- ❖ Significant reduction in turnaround times for clearing process
- ❖ Improved control over documents under process
- ❖ Improved productivity and efficiency
- ❖ Much better quality of MIS
- ❖ Increased customer service levels due to ease of retrieval of specific documents from the repository

**SOLUTION OVERVIEW:**

The Client is the Indian arm of a Fortune500 logistics company. A significant part of its services portfolio is providing consignment clearing for its multinational clients. ViciDocs Enterprise, along with the workflow module ViciFlow, was implemented to automate the clearing processes.

Before the solution was implemented, the clearing process was executed with physical paper moving around various departments. The departments included billing, pre-clearance, post-clearance, operations etc.. For each clearance (job) a docket of papers was created and each department would add their documents to this docket. The documents included airway bills, shippers invoice, authorization letter, packing list etc..

The disadvantages of this system included:

- ❖ It was difficult for the senior managers to know the status of a job as the docket could be lying with any department.
- ❖ Processing times were extended as the docket would reach one particular person in a department and if that person went on leave etc. the job would be held up.
- ❖ It was difficult to retrieve the old docket for referring to the documents because the record room had thousands of them and they had to be searched upon manually.

ViciDocs was implemented fully as a browser-interface document management cum workflow solution. All the departments uploaded the documents to the ViciDocs Enterprise server which was used as the repository and also managed the workflow process.



A key highlight was the scanning process feature built into the system. For documents which were only few pages (1 to 5 typically) the solution enabled users to use a "Scan" button from the browser. However if there were many pages to be scanned together under different jobs, a barcode separator feature was incorporated wherein for each job a barcode was printed out which when scanned routed the subsequent pages to that job.

The system handled both scanned paper documents as well as electronic documents like MS WORD, EXCEL, PDF etc... The solution included a universal viewer which allowed the users to view the files in the workflow without the need of the native application.

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[www.vicisoft.com](http://www.vicisoft.com) – Unlocking Information