

# Modernizing a Freight Inspection System

## BUSINESS GOALS

A large U.S. Logistics and Courier company was leaving additional revenue opportunities on the table, because of an inadequate process for inspecting freight packages. The client needed a system with the ability to support the quick and accurate inspection of freight packages in order to verify that the contents were classified and reported correctly.



## BUSINESS BENEFITS

- \$12** million in additional revenues due to improved detection of freight misclassification or misreporting
- 50%** boost in inspector efficiency
- 80%** automation coverage for the discrepancy classification process
- Improved data accuracy, analytics and reporting capabilities
- Fast development and rollout through Agile development model

## CHALLENGES

The inspection process involves freight inspectors who open shipments, inspect the contents and record their findings, which will be used to levy additional charges to the shipper in the event that the contents were not classified correctly according to NMFC (National Motor Freight Classification) guidelines.

In the earlier process, inspectors would perform the inspection at a loading dock or warehouse, capture the inspection results on paper, then manually enter the data into an Excel sheet after returning to their desks. This Excel sheet was then uploaded in a batch process to a centralized MySQL database, from which the data was sent to a mainframe system for further processing.

This process was inefficient, with each inspector only able to perform 20-25 inspections per day.

## SOLUTION

To modernize the inspection process, Atos Syntel created a tablet-based freight inspection app that automates the recording, uploading and storing process, boosting productivity by 50%.

Freight inspectors now carry HP Windows tablets running Atos Syntel's custom app. They are able to scan bar codes to quickly pull up shipment information, directly record the inspection details, and take photos to verify their findings. The information captured is automatically sent and stored in a centralized system, where it can be used to determine additional charges or penalties.

## KEY FEATURES

- **Anywhere, Anytime, Any-device Solution** – Freight inspectors often work in areas with unstable internet connectivity, but Atos Syntel's solution allows inspectors to work in both online and offline modes. The inspection data is automatically synced with the database as soon as a network connection is re-established. Eliminated redundant data and processes
- **Workflow Automation** – Instead of the slow, error-prone manual process used before, the entire data entry, upload and storage process is now automated. The system automatically uploads data to the centralized system for invoice correction when discrepancies are found.
- **Reporting and Data Analysis** – The new system provides rich, dashboard-style reporting with data analysis. It was built with full-featured open source software, making the solution more economical.
- **Predictive Analytics** – The system leverages analytics to proactively identify shipments that have a high probability of additional revenue. It allows administrators to assign such shipments to inspectors and send notifications directly to their tablets when the shipment is en route to their service center.

## About Us

Atos Syntel is a leading global provider of integrated information technology and knowledge process services. Atos Syntel helps global enterprises evolve the core by leveraging automation, scaled agile and cloud platforms to build efficient application development and management, testing and infrastructure solutions. Our digital services enable companies to engage customers, discover new insights through analytics, and create a more connected enterprise through the internet of things. Our "Customer for Life" philosophy builds collaborative partnerships and creates long-term client value by investing in IP, solutions and industry-focused delivery teams with deep domain knowledge.

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