

CASE STUDY

North American Logistics Company Supports Rapid Growth with Invoice Processing at Scale

Following a period of strong growth, this North American logistics company saw a dramatic increase in invoice processing requirements—which threatened to drive up costs significantly. To support continued growth, the company uses Kofax RPA™ to handle 500,000 invoices a month and drive cost savings of \$75 million.

500,000

INVOICES PROCESSED PER MONTH

Avoids

THE NEED TO ADD HEADCOUNT

\$75 Million

SAVED ANNUALLY

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ABOUT THE COMPANY

This company manages commercial logistics for several US businesses, working with thousands of carriers to coordinate deliveries across the country.

PRODUCTS IN USE

Kofax RPA™

FOCUS

Robotic Process Automation, Invoice Processing, Workforce Multiplication

CHALLENGE

Deregulation has made the North American transport sector easier to break into than ever before. With an increasing number of carriers available to transport an ever-growing volume of goods, this North American logistics company was poised to capture new business—but scaling out its back-office efficiently posed a tough challenge.

“We operate a network of over 50,000 carriers, delivering goods across the country,” said a spokesperson for the logistics company. “We act as a central hub for all the financial transactions involved in that network. We match carriers to customers, monitor deliveries, and then create and send the invoices. After a period of rapid growth, our administrative processes were under strain, and we looked for a way to continue to expand without the cost of bringing in additional headcount.”

The company was especially concerned with the efficiency of its finance department. It still handled many essential processes manually, and this approach was no longer feasible at the company’s new scale.

“In the past, invoice processing was one of the most labor-intensive workflows in the back office,” said the spokesperson. “Whenever a carrier filed paperwork with us, we would prepare an invoice and send it to the customer. In recent years, the number of invoices shot up by thousands per month, which threatened to overwhelm our team.

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Spokesperson, North American logistics company

“On top of that, occasionally a carrier or an accountant would file paperwork incorrectly, or a customer would dispute individual items on an invoice, which required us to update it. This process is hugely important from a customer care perspective, but it was getting harder to perform quickly as the number of orders—and therefore invoices—we processed continued to grow.”

SOLUTION

To solve the challenge, the logistics company selected the Kofax RPA platform—enabling it to deploy software robots to automate key back-office processes.

“We run a large number of specialist applications, almost all of which we developed in-house—and compatibility was one of our key selection criteria,” the spokesperson continued. “When we first sat down with the Kofax team, they demonstrated Kofax RPA by creating a robot to automatically respond to customer requests for delivery quotations. It took less than an hour, and when they were done, that was it: we had a robot to handle the process, and our customers could get answers to their queries that little bit faster. The team’s demonstration gave us the confidence that the Kofax RPA platform was the optimal fit for our needs, and we decided to deploy the solution to automate our invoicing processes.”

The North American Logistics company now operates more than 1,700 smart software robots across its business, handling everything from requests for quotations to invoice processing.

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"We are total converts to Kofax RPA," said the spokesperson. "The Kofax solution has been a real workforce multiplier for us. We've essentially gained the equivalent of several extra team members for a fraction of the cost of a full-time employee, allowing us to take on more orders while keeping service quality high."

The company was also very satisfied with the support it received from Kofax. The spokesperson commented: "Our RPA platform is extremely stable, but it gives us great peace of mind to know that expert support from Kofax is only a phone call away if we ever need it. The solution just runs and runs, and our employees can focus on delivering responsive services for our customers."

RESULTS

With Kofax RPA automating its business processes, this North American logistics company is free to take on hundreds of thousands more orders without driving up its operational costs and cutting into margins.

"Our business volumes have increased dramatically since we adopted Kofax RPA," said the spokesperson. "We are now processing over 500,000 invoices a month, tens of thousands more than we were dealing with before, with the same number of employees. This kind of scale-up simply wouldn't be possible without a solution like Kofax RPA—and by avoiding the need to increase our headcount, we estimate we're saving around \$75 million a year."

The company has now restructured its financial department to harness process automation, freeing employees to focus on more complex, value-added activities.

"Around 75% of invoices now pass through our financial department without any human intervention," said the spokesperson. "Our people can now focus their full attention on the 25% of invoices that need some form of manual intervention, which means we can resolve issues much faster—helping us enhance the quality of our services."

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The company is now exploring new opportunities to use Kofax RPA to enhance efficiency across its business.

"One capability of Kofax RPA that we're very excited about is the ability to embed robots within specific applications," said the spokesperson. "So, for example, if we need a robot to handle regular database updates, we can simply open the database application, and the robot will begin making the changes without any further action required from the user. That's a major quality-of-life feature, and enables our employees to focus their efforts on value-add work rather than repetitive tasks."

The spokesperson concluded: "We see Kofax RPA as absolutely fundamental to the future of our business. Today, we generate annual revenues of around \$45 billion with just 2,000 employees, and we couldn't have achieved these lean operations without Kofax RPA. Looking ahead, we plan to build on our success with process automation, and maintain our fast-paced growth for years to come."

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