



**LEADING JAPANESE LOGISTICS COMPANY
REDUCED STAFF COUNT FROM 14 TO
NEARLY ZERO AND ENHANCED
OPERATIONAL EFFICIENCY WITH AHANA'S
INTELLIGENT AUTOMATION SOLUTION**



Manual operations across critical logistics functions often lead to delays, data entry errors, and increased operational overhead. In industries that depend on high-volume, time-sensitive processes such as billing, warehousing, transportation coordination, and customs handling, manual workflows can limit scalability, introduce compliance risks, and reduce overall efficiency.

Our client faced a similar set of challenges, with operations distributed across multiple branches and a high dependency on human input. To address this, we leveraged intelligent automation to streamline their core processes, eliminate repetitive manual tasks, and enable faster, error-free execution across systems.

Client Profile

Our client is a leading Japanese logistics company specializing in freight forwarding, warehousing, and global supply chain solutions. With a strong international presence and a commitment to operational excellence, the company serves diverse industries through integrated logistics services. Known for its scale, reliability, and innovation, the client plays a key role in enabling seamless trade and distribution worldwide.

Challenge

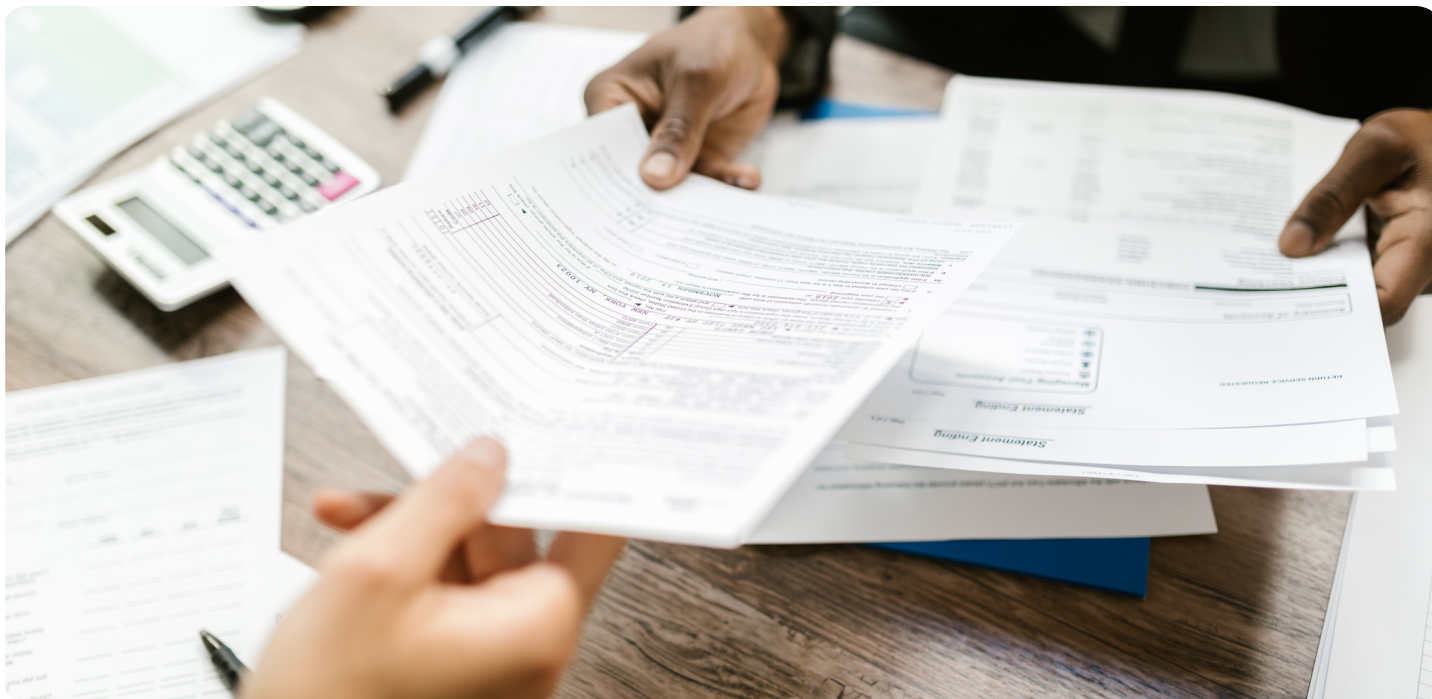
The client's logistics operations were hindered by fragmented workflows and lack of intelligent automation. Manual execution of rule-based tasks across platforms introduced bottlenecks, increased turnaround time, and left the process prone to compliance risks. A streamlined, scalable solution was essential to drive accuracy, efficiency, and operational control.

1) High Dependency on Manual Data Entry Across Multiple Platforms

Core tasks like CHA billing and ERP updates required manual input across systems, increasing data fragmentation and error risks.

2) Frequent Errors Due to Repetitive Tasks

Repetitive activities such as IGM/CGM filing lacked standardization, resulting in frequent data entry errors and compliance issues.



3) Significant Time Delays in Processing and Documentation

Manual coordination across functions led to slow processing cycles and delays in billing, warehousing, and customs documentation.

4) Inefficient Resource Utilization Across Seven Branches

Redundant tasks were handled separately at each branch, causing FTE inefficiencies and limiting centralized process control.

Solution Implemented

To overcome the operational inefficiencies, Ahana deployed an intelligent automation solution tailored to the client's logistics workflows. A robust bot framework was introduced to handle repetitive, rule-based tasks across systems, reduce manual intervention, and improve processing speed and accuracy.

- **Input File Handling and System Access Automation:** The bot was configured to read structured input files and automatically log into the client's internal logistics platform, eliminating manual logins and data pulls.
- **MAWB and IGM Processing Automation:** It entered MAWB numbers, downloaded corresponding IGM files, and moved them to a centralized shared folder—streamlining document intake and routing.
- **ERP Integration for Annexure Generation:** The bot accessed the ERP system to populate Origin Agent and Custom House data, generating annexures with zero manual input.
- **Automated CGM Filing Execution:** Designated MAWB numbers were used by the bot to perform CGM filings accurately and consistently, reducing compliance risk.
- **End-to-End IGM Submission via VNC & Signing Tool:** By connecting to the VNC server and utilizing a digital signing tool, the bot fully automated the IGM filing process, ensuring secure and compliant submissions.

Impact

The automation solution streamlined operational workflows and eliminated repetitive tasks, resulting in measurable improvements across efficiency, compliance, and scalability. The client gained a stronger foundation for growth while optimizing current resource and cost structures.

- 1) Resource Optimization:** Reduced staff count from 14 to nearly zero, eliminating full-time manual effort across 7 branches. Human resources were reallocated to higher-value, customer-facing roles.
- 2) Cost Optimization:** Lowered operational costs by minimizing labor requirements and eliminating inefficiencies caused by manual processes.
- 3) Time Optimization & Process Efficiency:** Automated workflows reduced processing delays and improved inter-departmental coordination, leading to faster task execution and better operational throughput.
- 4) Error-Free Processing & Compliance:** Enhanced accuracy and consistency in regulatory filings and documentation, reducing rework and ensuring adherence to compliance standards.
- 5) Scalability & Future Expansion:** The automation framework was built to scale, allowing the client to handle increased operational volumes without proportional increases in workforce or infrastructure.

Conclusion

By adopting robotic process automation (RPA), the leading Japanese logistics company transformed fragmented, manual workflows into a streamlined, intelligent automation framework. The implementation not only delivered significant gains in cost efficiency and process accuracy but also enhanced overall operational agility. With a solid automation foundation now in place, the client is actively exploring further opportunities to scale automation and drive continuous improvement across its enterprise operations.

About Ahana Systems and Solutions

Ahana Systems & Solutions is a leading IT services provider specializing in Digital Transformation. Our expertise spans Cloud Computing, RPA, Database & Data Warehousing, BI & Analytics, and Application Development. With 100+ clients worldwide, we deliver cutting-edge automation solutions.

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