



**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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