CUSTOMER SUCCESS STORY

Industry

Transportation/
Trucking/Railroad

Location

Europe

Product

Digital Automation Platform
Comidor v5.7 - v5.8

Leading Greek Courier Services company

A leading Greek Courier Services company operating in more than 300 places in Greece, with 1.500 specialized employees managing more than 12.000.000 shipments per year. The company has established a reputation as one of the biggest companies in the courier industry, covering the market needs and shipments to 220 countries worldwide.

Company vision:
"We can do it better!"

Comidor Ltd., the solution provider of Comidor, enables businesses to achieve continuous growth and improvement through evidence-based, agile, digital transformation and automation.

Comidor Company vision

"to shape the future of work, where people and robots are evolving to work together towards sustainable development goals."

comidor

Business Challenge

Client's organisation, as part of their **corporate strategy for digital transformation**, was researching the market for a solution that would allow them to **manage their customer requests improving data visibility and consumer's experience**.

This would empower them to visualise the data and share it with data stakeholders, while allocating the appropriate and optimal resources.

Why Comidor?

In their market research and contact with vendor solutions, **Comidor** was selected for its:
- **ability to deliver** on client's team business requirements and
- ability to allow for **rapid design, development and implementation of the MVP**
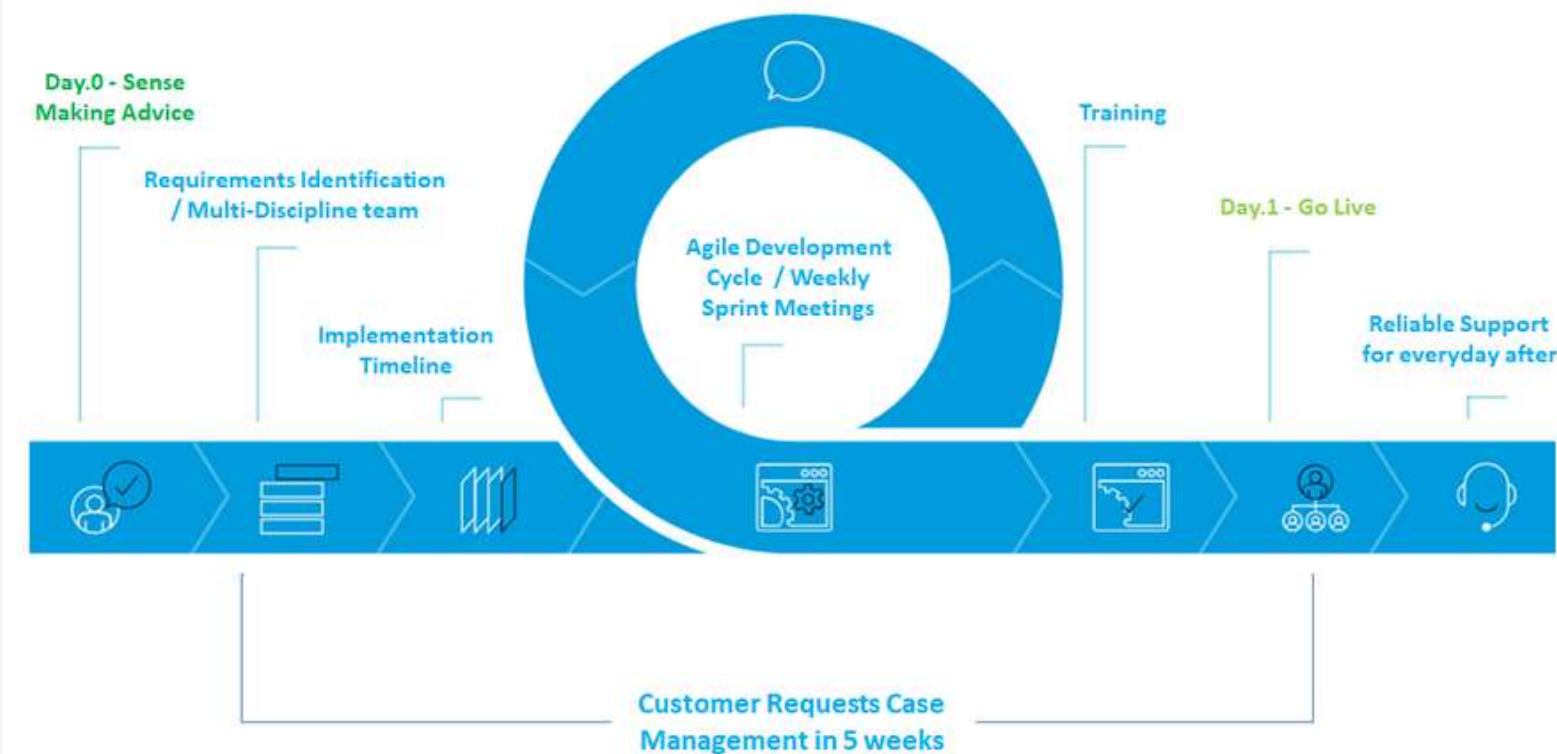
Decision Maker Testimonial :

As part of a massive digital transformation program, Speedex wanted to implement a **case management workflow** aiming at **better serving the customer requests** which are increasing daily due to the company's rapid growth. We worked closely with the Comidor team to articulate the specifications following **a fully agile approach with daily standups.**

Within an impressive timeline of **5 weeks**, we managed to come up with an MVP (minimum viable product) which was fully operational but also easy to train on and launch for **more than 200 users** located allover the country.

Konstantinos Pazalos
Director, Strategic Planning & Operations

Today we are able to monitor all cases raised by our customers or agents, **track** their progress and **allocate** the appropriate resources wherever required in order to be **efficient**.

The most impressive though is that we are already accepting requests from our end users to **automate more processes** that are currently executed manually with limited controls. It feels like Comidor is an open window to our digital future!

Agile Implementation in Action:

Day.0 - Sense Making Advice

Requirements Identification / Multi-Discipline team

Implementation Timeline

Agile Development Cycle / Weekly Sprint Meetings

Training

Day.1 - Go Live

Reliable Support for everyday after

Customer Requests Case Management in 5 weeks
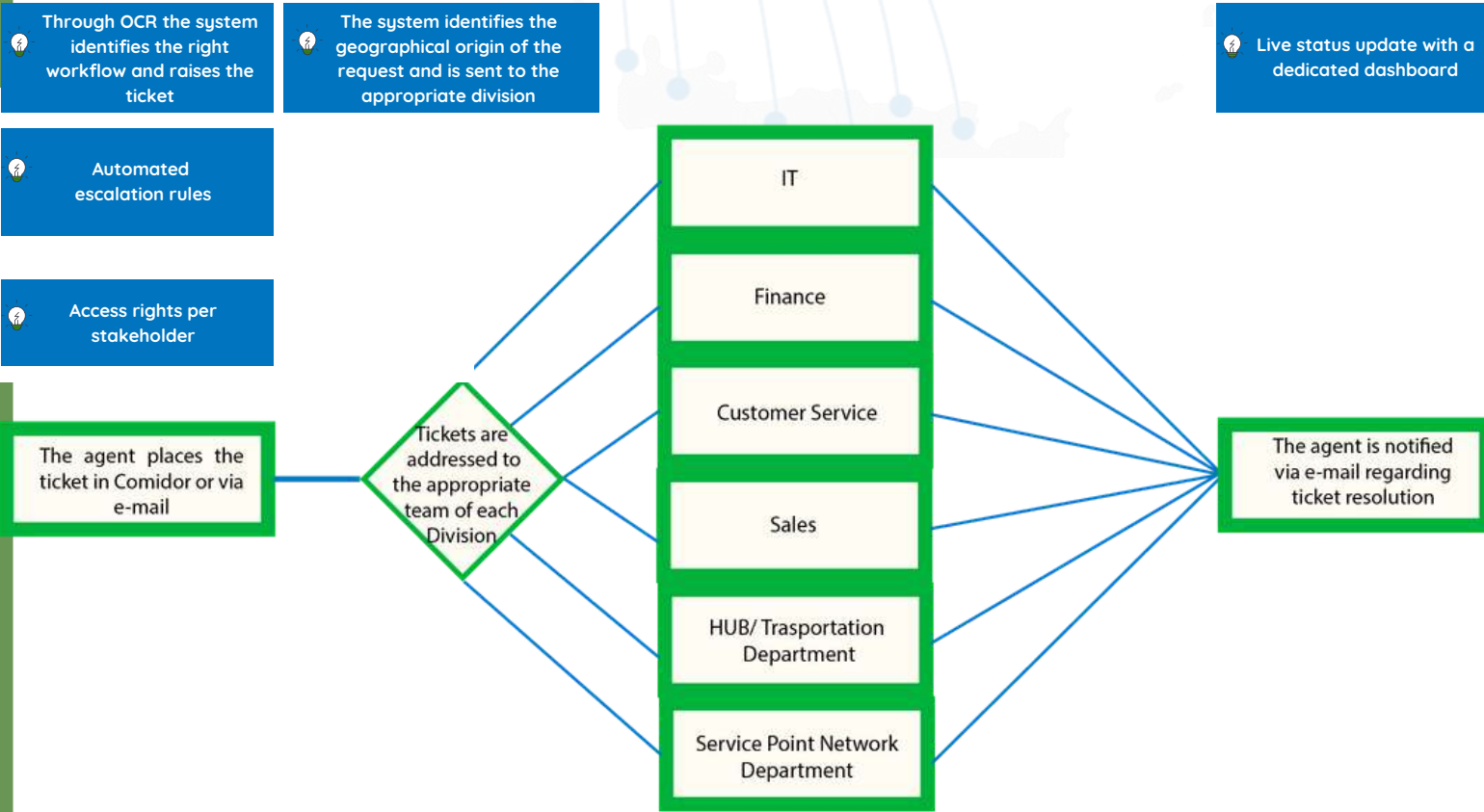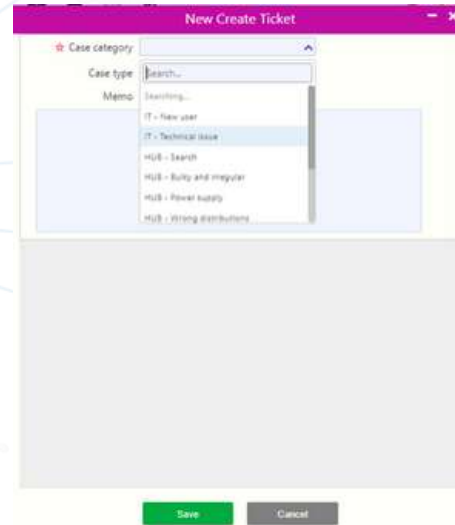
A. Requests Case Management

1 Business Problem

The purpose of this process is to manage the customer requests so as to improve data visibility and consumer experience. The Case Management process aims at handling and monitoring multiple ticket types within the organisation without the company losing track of each case and customer request, as well as monitoring and reporting case characteristics, trends and periodicity for future decision making.

One important business requirement was for the solution to provide different access rights to the process information for the one raising the request and the ones handling them.

2 Our solution

- ☑ Unique feature of email process triggering

- ☑ Automated workflow route to 6 different departments, 2 geographical divisions and 12 different ticket type requests

- ☑ Ticket escalations and in-mail approve/reject implementation

- ☑ Identification of request origin and dynamic match with the assigned department for handling and resolution

- ☑ Involvement of ticket raising agent through the ease of an email

- ☑ Dedicated monitoring dashboard to agents for status update

| Through OCR the system identifies the right workflow and raises the ticket | The system identifies the geographical origin of the request and is sent to the appropriate division | Live status update with a dedicated dashboard |

| Automated escalation rules |

| Access rights per stakeholder |

| The agent places the ticket in Comidor or via e-mail | → | Tickets are addressed to the appropriate team of each Division |

- IT
- Finance
- Customer Service
- Sales
- HUB/ Trasportation Department
- Service Point Network Department

→ The agent is notified via e-mail regarding ticket resolution

B. IT Requests Case Management

1 Business Problem

The purpose of this process is to automate the internal/external IT request process that was being completed manually mostly through emails, loosing track of issues and affecting employee satisfaction and productivity.

Issues found before automating Invoice IT Requests Process:

- IT Requests cannot be easily tracked to understand their status
- Individual knowledge of the IT Request business rules is needed to determine approvals required
- Individual Request Approval by person cannot be easily identified
- Inefficient and time-consuming process for all participants
- No report easily available on request volumes, origin and resolution times

2 Our solution

- ☑ The IT ticket is raised either through Comidor or via email

- ☑ Real-time ticket analysis and dynamic assignment to agent or group

- ☑ Incorporation of the Approval rules stipulated in the IT Requests Process in the form of easily configurable and quickly updated parameters

- ☑ Increased speed at which solutions are delivered and quality of the provided product with measurable SLAs and live reporting

- ☑ Full traceability of each approval request. Easily accessible UI covering key metrics

- ☑ Smart notifications based on SLA's priority matrix keep users up to date
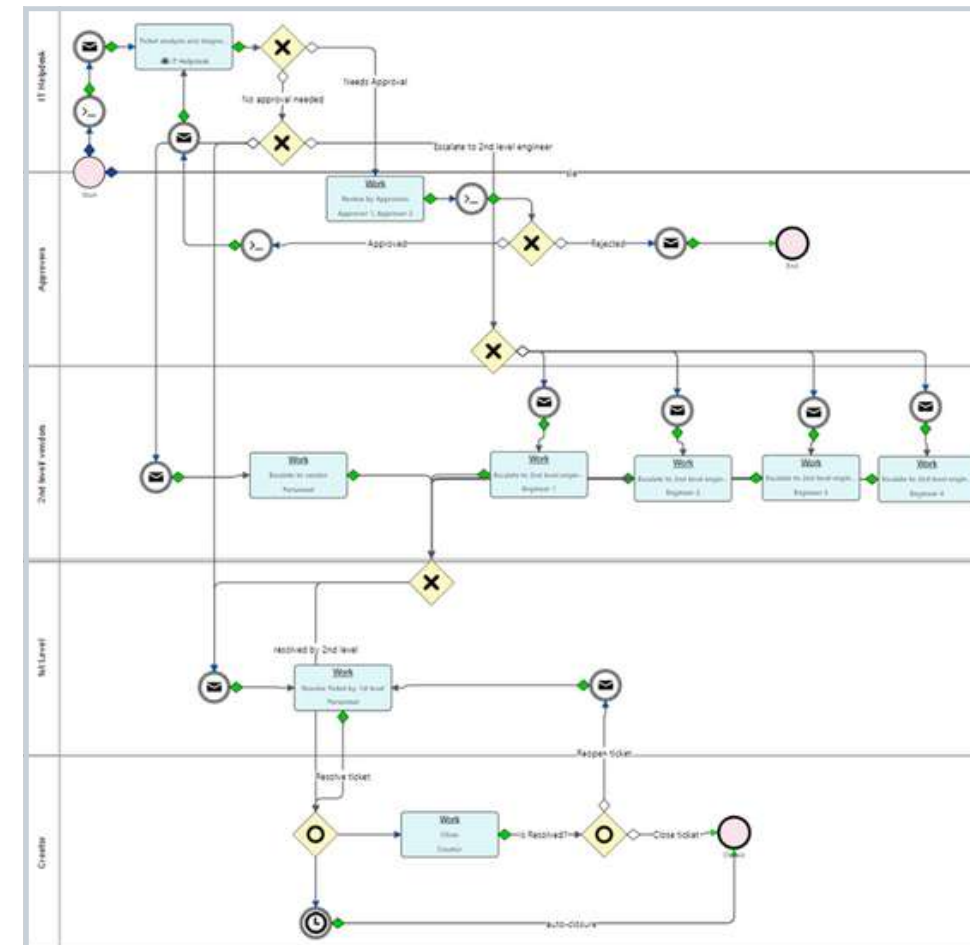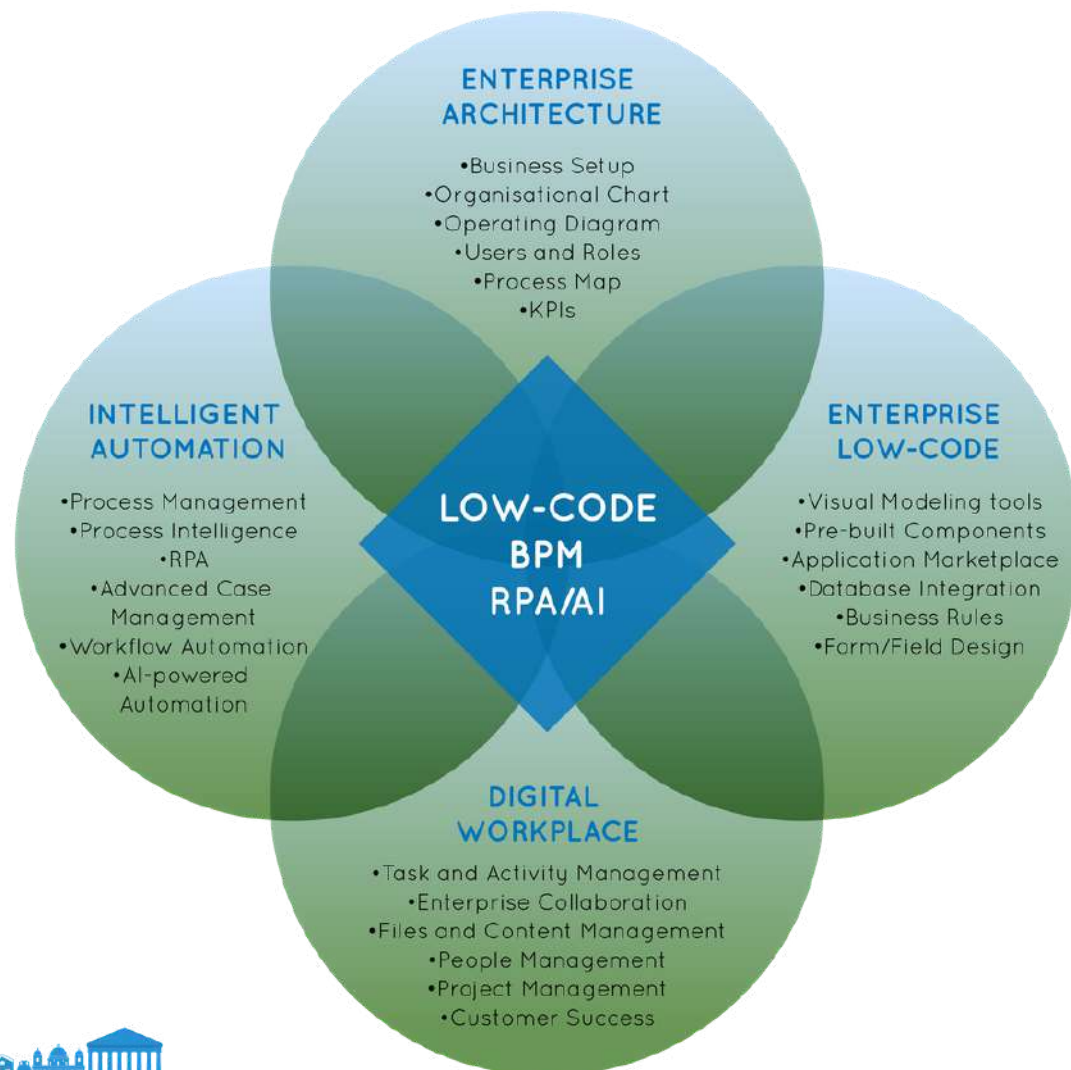
COMIDOR PLATFORM

DIGITAL AUTOMATION PLATFORM

Harness the power of Low-Code BPM and AI

Automated Processes

Central Data	Human Resources	Compliance	Procurement Team	Supply Chain	Legal / Finance	Customer Service
Vendor Master Data	Employee Relations	Payment Runs	Promotional Proposal	Far East Order Authorisation	Supplier Due Diligence	Request Case Management
Product Amendment	Absence Mngmt	Ad-hoc Approval Requests	Current Preferred Product	Sales Order	Query Management	
Cedar Mngmt Fee	Overtime	Stop Cheque		Purchase Order	Capex	
Query Management	Purchase Holiday	BACS Trace/Stop/Recall		SIM Order Management	Supplementary Capex	
	Leavers Process	Invoice Approvals			Billing corrections	
		General Payments				

ENTERPRISE ARCHITECTURE

- Business Setup
- Organisational Chart
- Operating Diagram
- Users and Roles
- Process Map
- KPIs

INTELLIGENT AUTOMATION

- Process Management
- Process Intelligence
- RPA
- Advanced Case Management
- Workflow Automation
- AI-powered Automation

LOW-CODE BPM RPA/AI

ENTERPRISE LOW-CODE

- Visual Modeling tools
- Pre-built Components
- Application Marketplace
- Database Integration
- Business Rules
- Form/Field Design

DIGITAL WORKPLACE

- Task and Activity Management
- Enterprise Collaboration
- Files and Content Management
- People Management
- Project Management
- Customer Success

comidor

Interested in what we do?

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