

CUSTOMER SUCCESS STORY



Industry

Logistics

Location

Greece, Europe

Product

Digital Automation Platform
Comidor v5.8



MAKIOS LOGISTICS is a leading logistics service provider in Greece with services provided in all the Balkans and ranging from handling single pieces and boxes to pallets and containers. The executives' expertise provides a solution to every logistics problem customers face and guarantees the best handling of their products.

Comidor SA., the solution provider of Comidor Platform, powered by Enterprise Low-Code BPM, RPA and AI/ML, enables businesses to achieve continuous growth and improvement through evidence-based, agile, digital transformation and automation.



Business Challenge

Managing thousands of logistical processes per month and having more than five remote departments, made it impossible for our client to support their growing business, without a **BPM solution** that has strong process automation functionalities. More than **4,500 emails** were being exchanged each month with clients, forcing employees to track the progress of customer transactions manually via phone calls and emails. As a result, the business needed a remote **process automation and workflow management tool** to monitor critical information flow, give transparency to the entire process and provide a built-in communication facility.

Decision Maker Testimonial

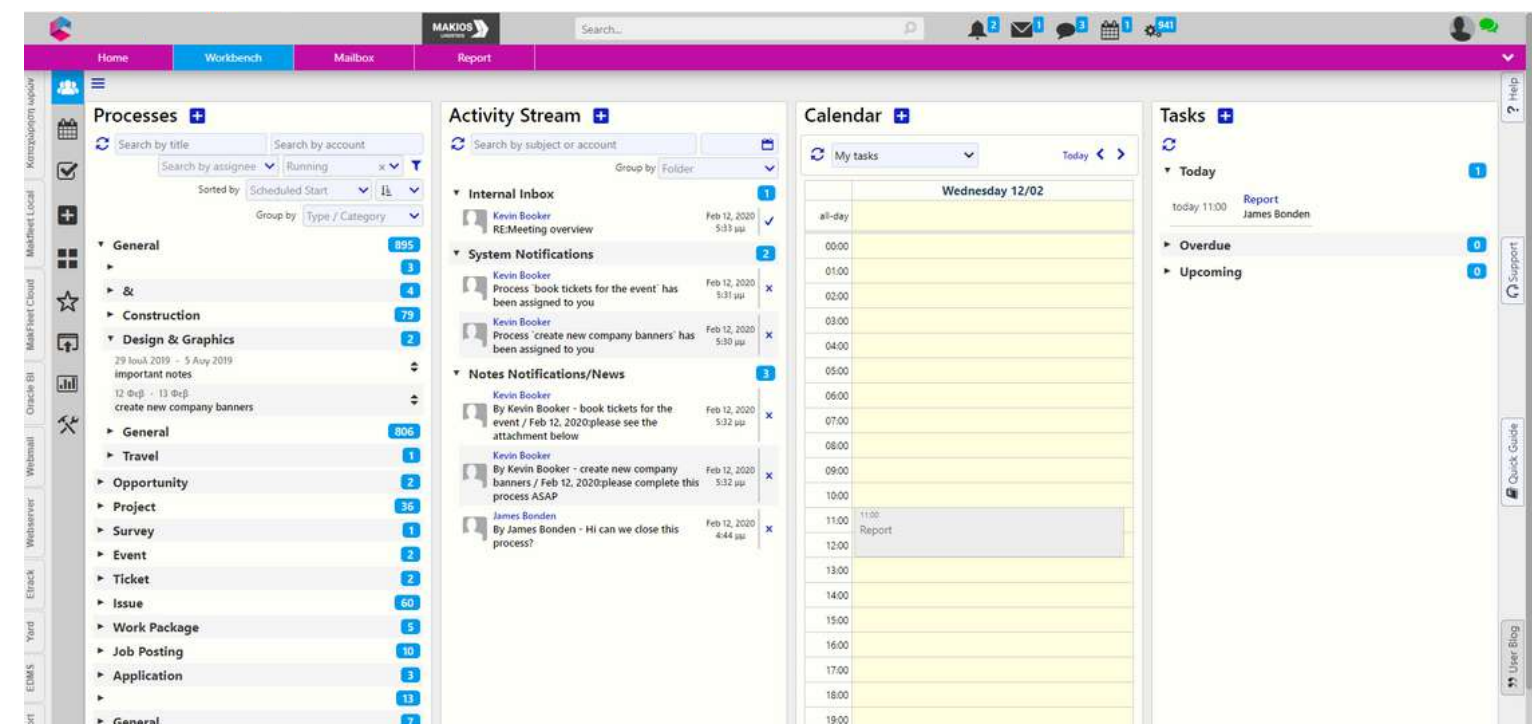


Thrasylvoulos Th. Makios,
Deputy CEO

“Comidor enables us to run Business Processes digitally and collaborate seamlessly, assuring continuous improvement of our services.”

Business Needs

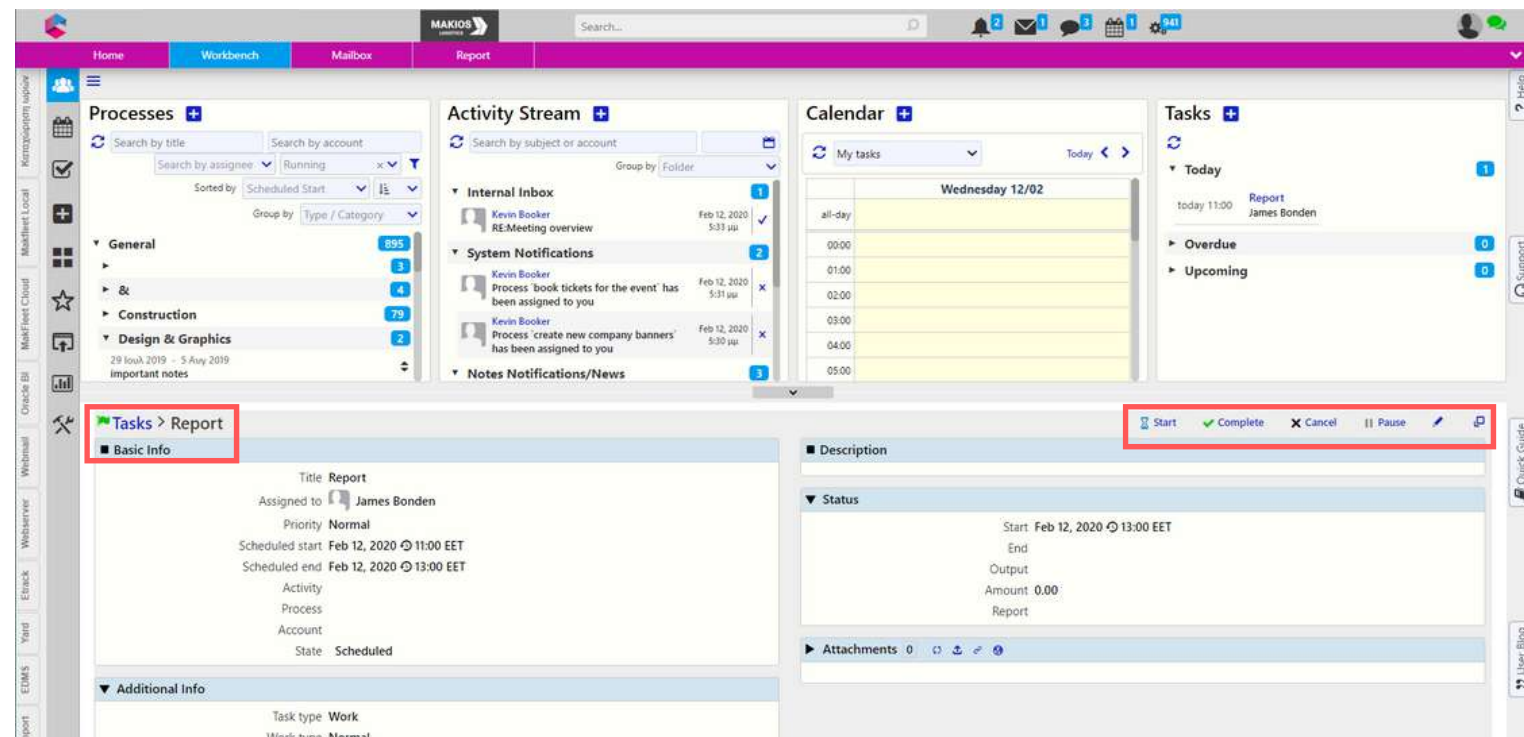
- ☑ Replace email and phone calls with a BPM solution
- ☑ Automate well-structured and repetitive processes
- ☑ Monitor and trace the stage of each process in real-time, from any device
- ☑ Manage unstructured processes in a collaborative environment and identify process bottlenecks
- ☑ Assign the workflows with secure team or user access rights
- ☑ Integrate seamlessly with Exchange server for email and task notifications



The Comidor Solution

A cloud-based flexible case management platform that can run manually-driven processes, automatically scheduled processes, and a workflow for well-structured processes.

- ✓ All the necessary **information and the steps** to follow for all the teams involved in each process are included in the solution.
- ✓ All the information pertinent to each case including files, emails, comments, and details of the team members involved **is centralised**, giving employees the chance to work intelligently **at any time, on any device, and from anywhere** in the world.
- ✓ All the users in the organisation are given access to the application, allowing **instant communication** with everyone else either directly through the Comidor chat/video conferencing features, or via group messages and comments in discussion boards below each process.
- ✓ Using the Comidor **Workbench**, users can track all active process updates through one single point.
- ✓ Automatic **updates** are sent to the relevant people in any process without any delays.
- ✓ Users can **view** and **control** the status of each process at any step, and make any necessary adjustments.
- ✓ New cases can be created quickly **on receipt of a customer email**.
- ✓ Users benefit from **event-based process creation**, repetitive **process scheduling**, **role-based process templates**.



Our Remarkable Results

60%

fewer emails at the end of the first year

More than
5000

process instances created each month

40%

reduced learning curve of new employees' adaptation to the processes



A dramatic reduction in the overall amount of email traffic



Ability to forecast process duration or task time consumption based on KPIS and historical trends



Better reporting using dashboards and intelligent notification/ escalation system



A central hub for information storage and sharing among employees



Faster decision making and improved customer satisfaction

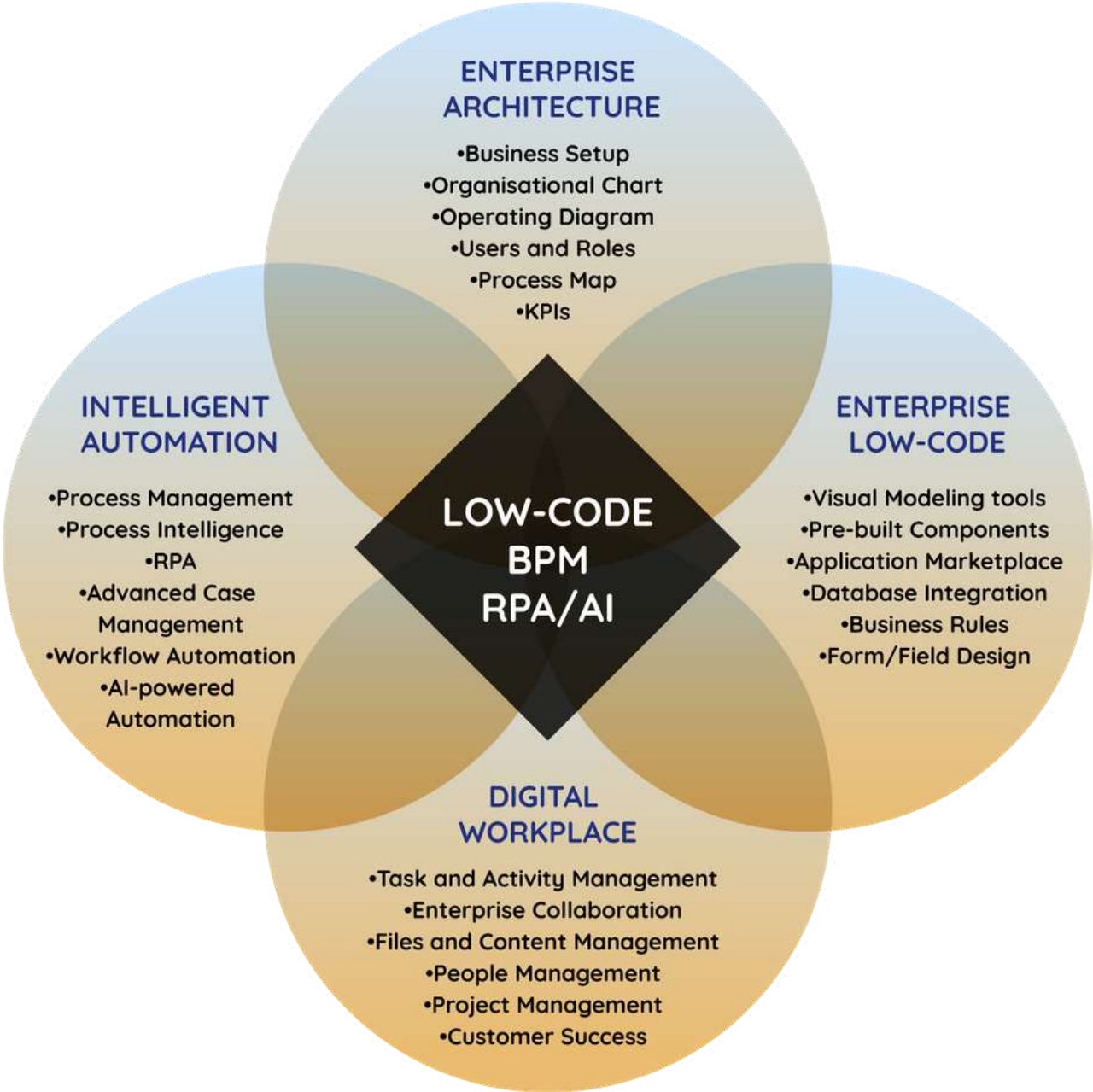
More than
150

daily and monthly repetitive processes produced by the system, and 15 fully automated processes used by more than

100 users

COMIDOR DIGITAL AUTOMATION PLATFORM

Low-Code, BPM & AI in a nutshell



Interested in what we do?

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