

# CUSTOMER SUCCESS STORY



Industry  
Transportation/  
Trucking/Railroad

Location  
Greece, Europe

Product  
Comidor v5.7 - v5.8

## Greece's Leading Courier Services company

A leading Greek Courier Services company operating in more than 300 places in Greece, with 1.500 specialised 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 SA., 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."



### Business Challenge

Part of the client's corporate strategy on digital transformation, was a solution that would allow them to manage the customers' and agents' requests, improve data visibility, prioritisation, resolution times, and customer's experience. The Case Management process aims to handle and monitor up to 12 types of tickets involving more than 6 departments within the organisation. This ensures the company has the ability to track each case and customer request and report on case characteristics, trends, and patterns for future decision making. An important business requirement was for the solution to provide different access rights to process information - one access level for the users raising the requests and one for the users handling the requests.

### Decision Maker Testimonial :

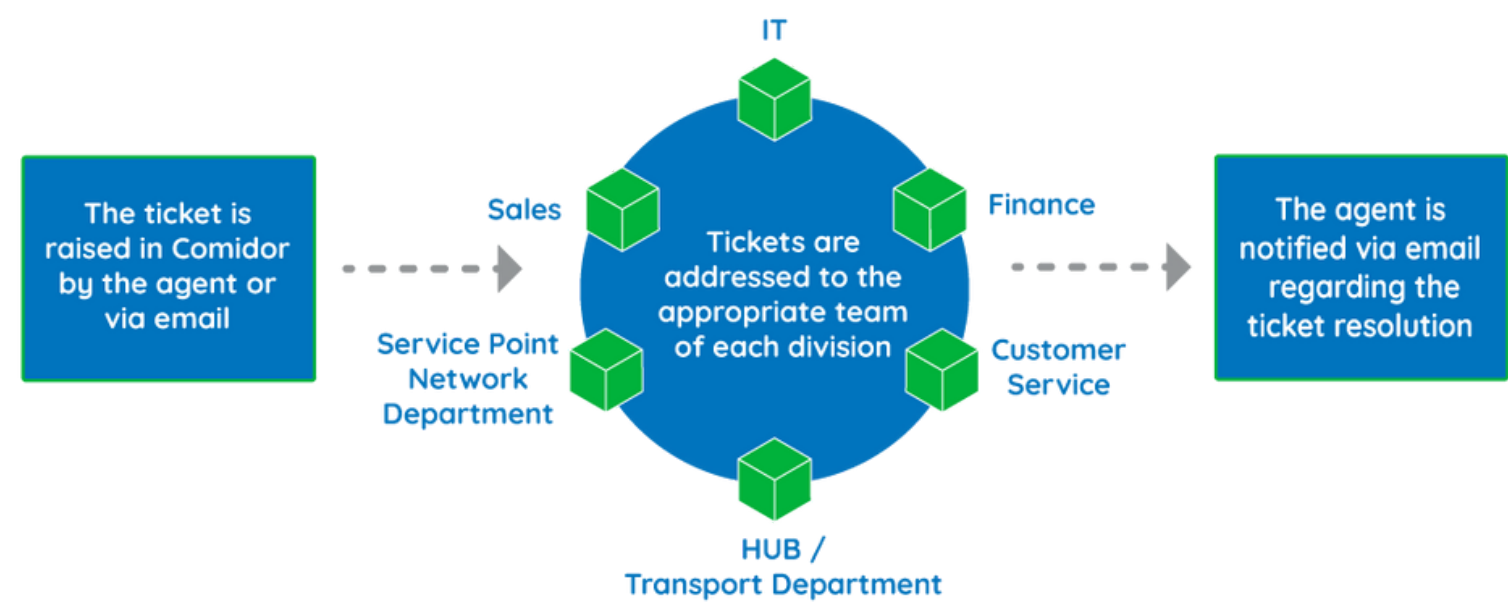
As part of a massive digital transformation program, the company wanted to implement a case management workflow aiming at better serving the customer requests which are increasing daily due to the company's rapid growth. We worked closely with the Comidor team to articulate the specifications following 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 be trained on and launched for more than 200 users located all over the country.

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:





## 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. Among the major business requirements was the differentiation in the access rights provided during the request and execution phases.

### 2 Our solution

- ☑ Triggering processes via email
- ☑ Ticket escalations and in-mail approve/reject implementation
- ☑ Identification of request geographical origin and dynamic routing to the appropriate division and responsible department for handling and resolution
- ☑ Ability to frontline employees to raise a ticket via an email
- ☑ Dedicated dashboards for agents to monitor the status of tickets in real-time
- ☑ Access rights per stakeholder
- ☑ SLA matrix on multifactor conditions and business rules
- ☑ Automated notifications on escalations and requested actions

Through OCR the system identifies the right workflow and raises the ticket

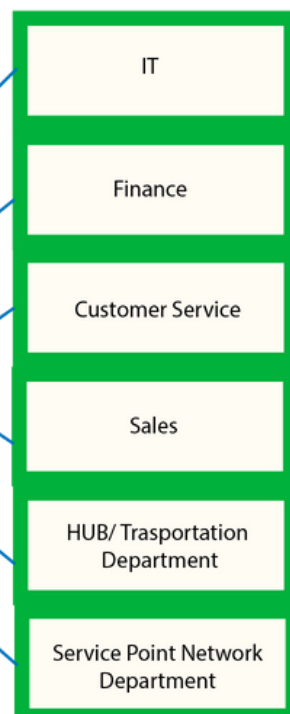
The system identifies the geographical origin of the request and is sent to the appropriate division

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



Live status update with a dedicated dashboard

The agent is notified via e-mail regarding ticket resolution

## B. IT Requests Case Management

### 1 Business Problem

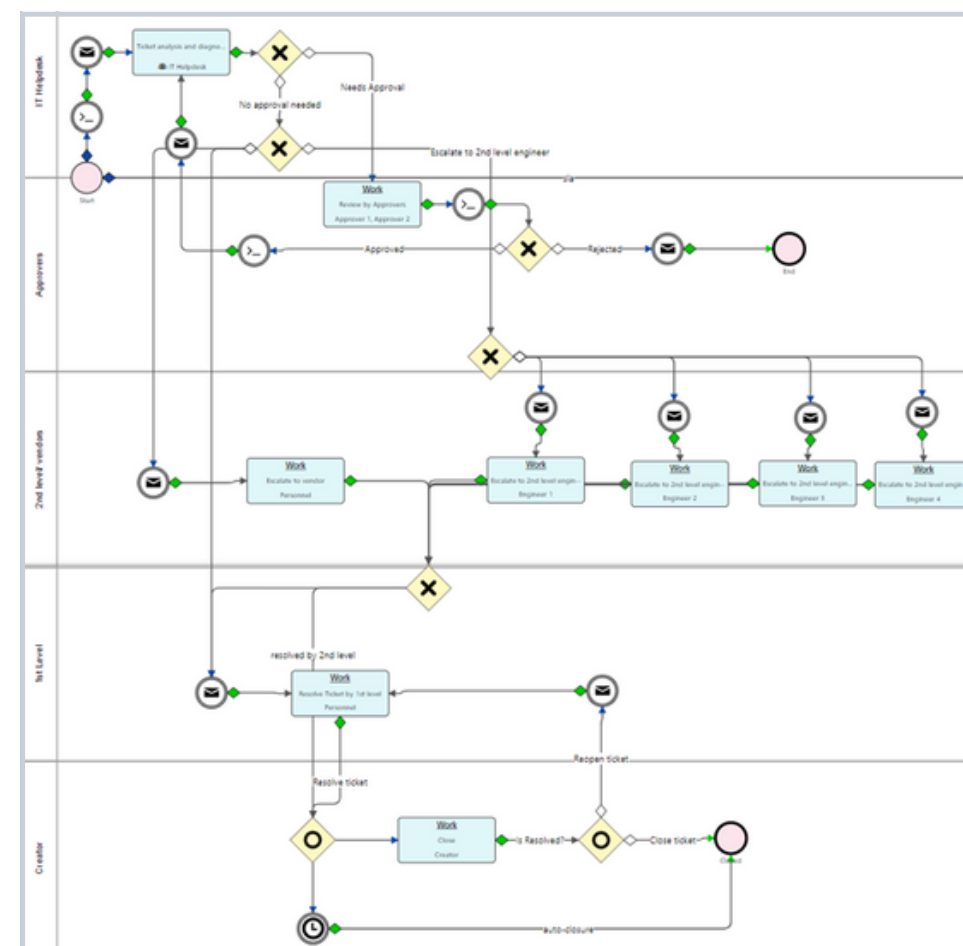
The purpose of this process is to automate the internal/external IT request process that was being completed manually mostly through emails, losing track of issues and affecting employee satisfaction and productivity.

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 LOW-CODE AUTOMATION PLATFORM

WHEN LOW-CODE MEETS HYPER-AUTOMATION  
IN THE DIGITAL WORKPLACE

Any app idea can come to life,  
any process can be automated,  
any business can make a difference



# comidor

LOW-CODE AUTOMATION PLATFORM



Interested in what we do?

Contact us



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