# Business Requirement Document
## Customer Support for Logistics

## 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.

## Business Needs

- Replace email and phone calls with a BPM solution

- Monitor and trace the stage of each process in real-time, from any device

- Assign the workflows with secure team or user access rights

- Automate well-structured and repetitive processes

- Manage unstructured processes in a collaborative environment and identify process bottlenecks

- Integrate seamlessly with Exchange server for email and task notifications

| LOW-CODE BPM | RPA | AI/ML | DMS | PM | HR | CRM | REPORTING | COLLABORATION |
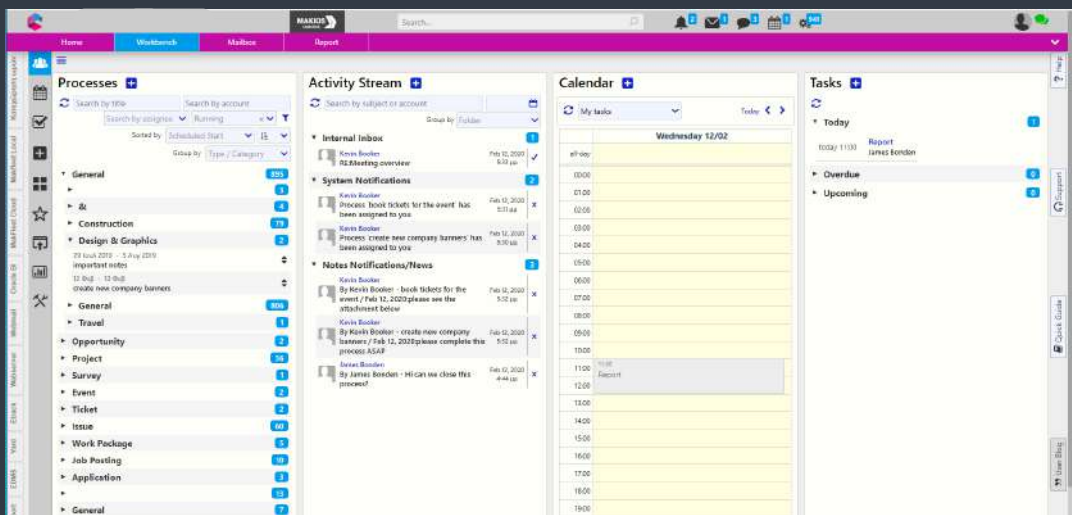
# The Comidor Solution

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.
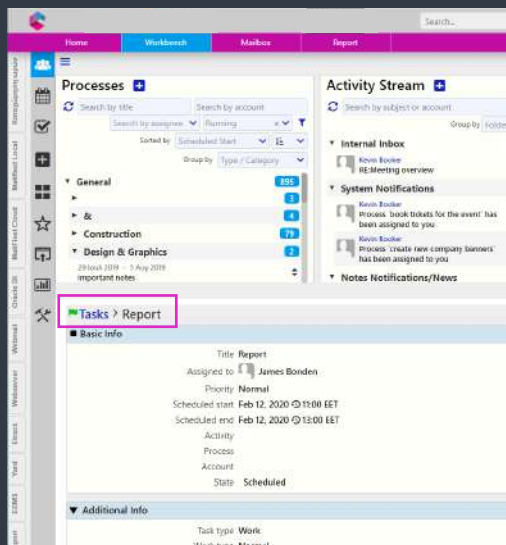
## Our Remarkable Results:

✉ 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

↻ More than 150 daily and monthly repetitive processes produced by the system, and 15 fully automated processes used by more than 100 users

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