

A Leading  
Courier Services company

Industry  
**Transportation/  
Trucking/Railroad**

Location  
**Greece, Europe**

## Overview

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.

## Business Challenge

As part of its digital transformation strategy, the client needed a solution to manage customer and agent requests, improve data visibility, prioritization, resolution times, and overall customer experience.

The Case Management process handles up to **12 ticket types across more than 6 departments**, enabling full tracking, reporting on trends, and data-driven decision-making.

A key business requirement was **role-based access**: one level for requestors and another for users handling the requests.

# Customer Success Story



## Client 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!"*

## Cases

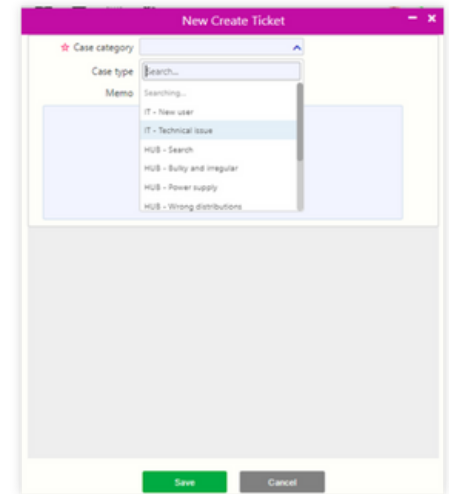
## A. Requests Case Management

**Business  
Challenge**

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 organization 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.

**Comidor  
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



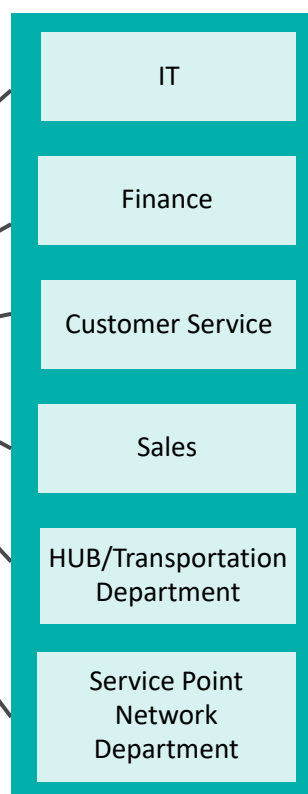
Live status update via a dedicated dashboard



The system identifies the geographical origin of each request and routes it to the appropriate division

The agent submits the ticket in Comidor or via e-mail

Tickets are routed to the appropriate team within each division



The agent is notified by email once the ticket is resolved



Automated escalation rules



Access rights per stakeholder

## B. IT Requests Case Management

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.

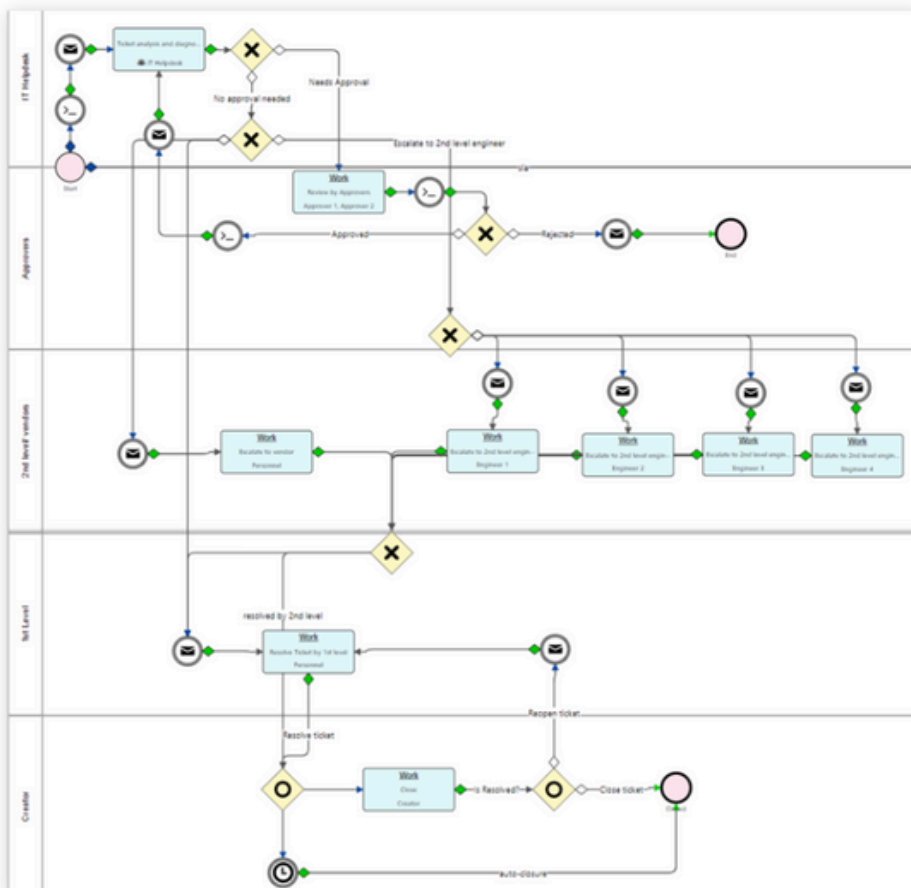
### Issues found before automating Invoice IT Requests Process:

- 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

#### Business Challenge

#### Comidor 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 approval rules from the IT Requests Process as configurable and easily 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



## ABOUT COMIDOR

Comidor is an innovative business automation solution provider with a global footprint, operating in 17 countries through a strong network of business partners and solution providers. With a growing user base of over 100,000 daily users and more than 500 clients—including leading enterprises in pharmaceuticals, telecommunications, industrial automation, and professional services—Comidor is trusted for its scalable and future-ready solutions.

Comidor offers an all-in-one Intelligent Transformation Solution, delivered as-a-Service, designed to help fast-growing businesses orchestrate, automate, and autonomize their operations. The platform brings together a digital workplace, customizable business applications, intelligent workflows, and a robust no-code/low-code application development environment. It enables end-to-end process orchestration and automation through BPM, workflow automation, and RPA, while leveraging AI and ML for real-time, data-driven intelligence. Beyond technology, Comidor integrates implementation methodology, and expert services to ensure organizations not only adopt innovation but achieve measurable, value-based outcomes.

Comidor's proprietary cloud-based technology is multi-layered and secure, certified under ISO 9001, ISO 27001, SOC-2, and GDPR. Whether you're looking to improve operational efficiency, boost agility, or scale innovation, Comidor empowers you to do more with less complexity.

### Get in touch

UK: +44 (0) 20 3397 8057

GR: +30 2310 402522

[customer.success@comidor.com](mailto:customer.success@comidor.com)

### Follow us

[www.comidor.com](http://www.comidor.com)

[Book a call with us](#)