

A Leading Logistics Service provider

Industry
Logistics

Location
Greece, Europe

Overview

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.

Business Challenge

Managing thousands of logistics processes monthly across five remote departments made it impossible for our client to scale without a BPM solution with robust automation functionalities. With over 4,500 client emails exchanged each month, employees had to manually track transactions through calls and emails. The business needed a **remote process automation and workflow management tool** to streamline information flow, ensure process transparency, and provide a built-in communication facility.

Customer Success Story



Project Objectives

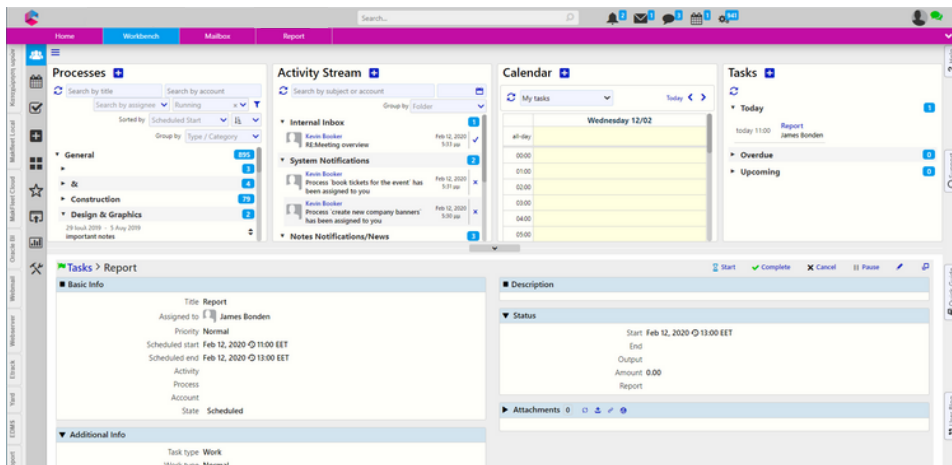
- Replace emails and phone calls with a centralized BPM solution
- Monitor and track the status of each process in real time, from any device
- Assign workflows with secure access rights for teams or individual users
- Automate well-structured and repetitive tasks
- Manage unstructured processes in a collaborative environment and identify bottlenecks
- Seamlessly integrate with Exchange Server for email and task notifications

Comidor enables us to run business processes digitally and collaborate seamlessly, assuring continuous improvement of our services.

- Deputy SEO

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 **centralized**, 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**.



Results/Insights

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**

Achievements

- 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**

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.

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