

A Closer Look: Case Studies

Case Study 1: Control Tower Lead Operations



Client

International Automobile Client



Challenges

- Geographical spread of operations leading to multiple logistics partners & fragmentation of services
- Separate IBL & OBL providers
- Greater Time & effort involved for Order Processing, Documentation, Inventory management and MHEs and other asset management
- Export Clearances & port handling
- Lack of visibility leading to inventory management issues
- Increased cost of operations



Solutions

- Consolidated Domestic Logistics through Freight Desk
- Customized solution involving Control Tower-based single window portal, enhanced visibility & transparency in operations
- Dedicated Relationship manager for day-to-day operations
- DC Management
- EXIM Clearances



Benefits

- Improved operational efficiency due to single window visibility
- On-time deliveries at reduced costs
- Better Safety & HSE norm adherence
- Ease of vendor management
- Ease of handling and reduced GHG emissions due to containerization & Multimodal logistics

Case Study 2: Storage and Transportation of Perishable Food



Client

A leading Quick Service Restaurant (QSR) brand in India specializing in serving fresh food



Challenges

- Efficient storage and transportation of perishable food
- Insufficient and non-compliant storage
- A wide variety of products, including ambient, cold and frozen materials (multi-temperature range of products)
- High perishable products returns and spoilage
- Products sourced from multiple suppliers
- Inventory mis-match
- Delayed order orchestration
- Revenue loss
- Integration challenges with multiple Quick commerce chains



Solutions

- WMS-based warehousing for 5,000+ SKUs
- Multi-temperature reefer trucks with data loggers
- 99.5% delivery accuracy SLA
- Segregated Ambient, Chiller & Frozen storage
- FSSAI certified compliances
- Remote Container Management System
- Real-time personalized notifications and alerts
- Post delivery data logs
- 24X7 Support
- Value added service of QC, kitting, packing and labelling
- Easy WMS integration across client and quick commerce chain ERPs



Benefits

- Guaranteed fresh products
- Successful FSSAI & other regulatory compliances
- Hassle-free turnkey solution
- Cost-effective operations
- Real-time inventory tracking
- Efficient order fulfillment to Quick commerce chains



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Case Study 3: Carbon Emission Tracking & Supply chain optimization for the most Sustainable route selections

**Client**

A Europe based large MNC in the Electricals & Engineering sector

**Challenges**

- Comprehensive Supply chain solutions
- Optimize costs
- Ensuring JIT Delivery Timelines
- Elimination of Delivery Error Rate
- Minimal Inventory Levels
- Minimal Carbon Emissions
- Adherence to European sustainability standards in reporting carbon emissions
- Compliance with changing global environmental norms

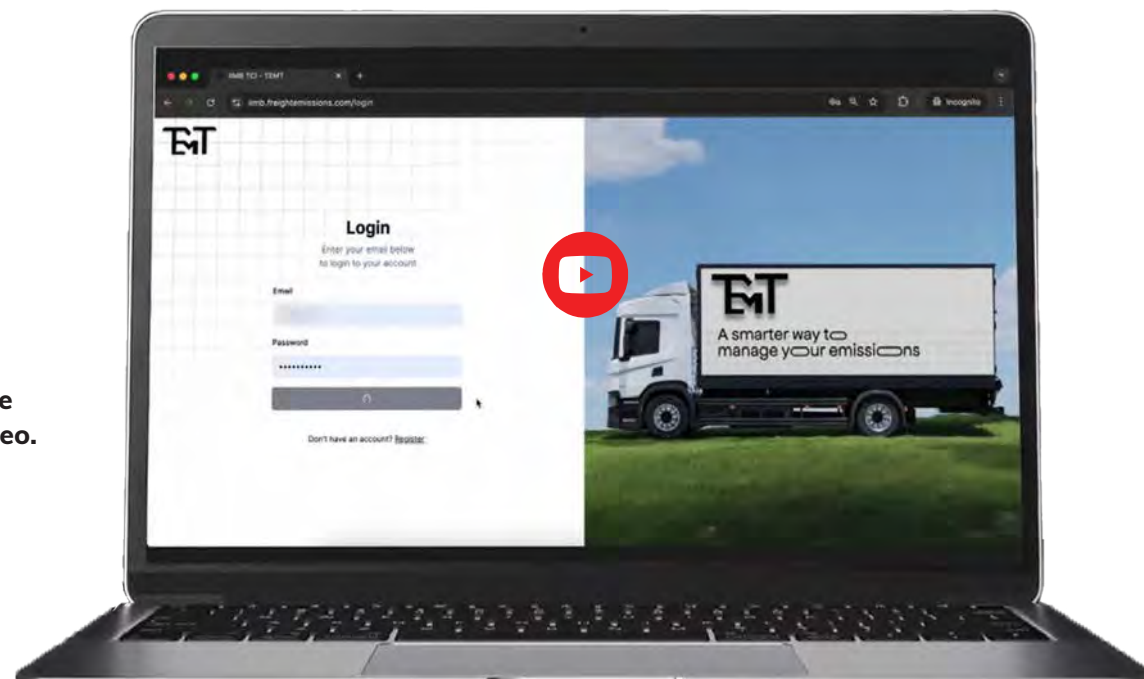
**Solutions**

- Deploying the Transport Emission Measurement Tool (TEMT), to assess and benchmark emissions
- Leveraging proprietary inventory and route optimization algorithms,
- Re-engineered Transport Chain Elements
- Identified the most efficient logistics configuration.
- Real-time data integration through automated bot-based process interfaces
- Turnkey solution for end to end Supply chain optimization

**Benefits**

- 20% reduction in overall logistics costs
- 25% improvement in delivery timelines and accuracy
- 40% reduction in freight carbon emissions
- Hassle Free Logistics
- Enhanced operational visibility and responsiveness.
- India's only ISO Certified Emission Tracking report
- Agility of using India specific emission factors
- Adherence to GLEC framework
- Globally compliant sustainability reporting
- Green Points from Rail multimodal logistics for the MNC

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Case Study 4: Enhancing operational efficiency with Bot-Based implementation

**Client**

An FMCD Major with diversified & multichannel distribution network

**Challenges**

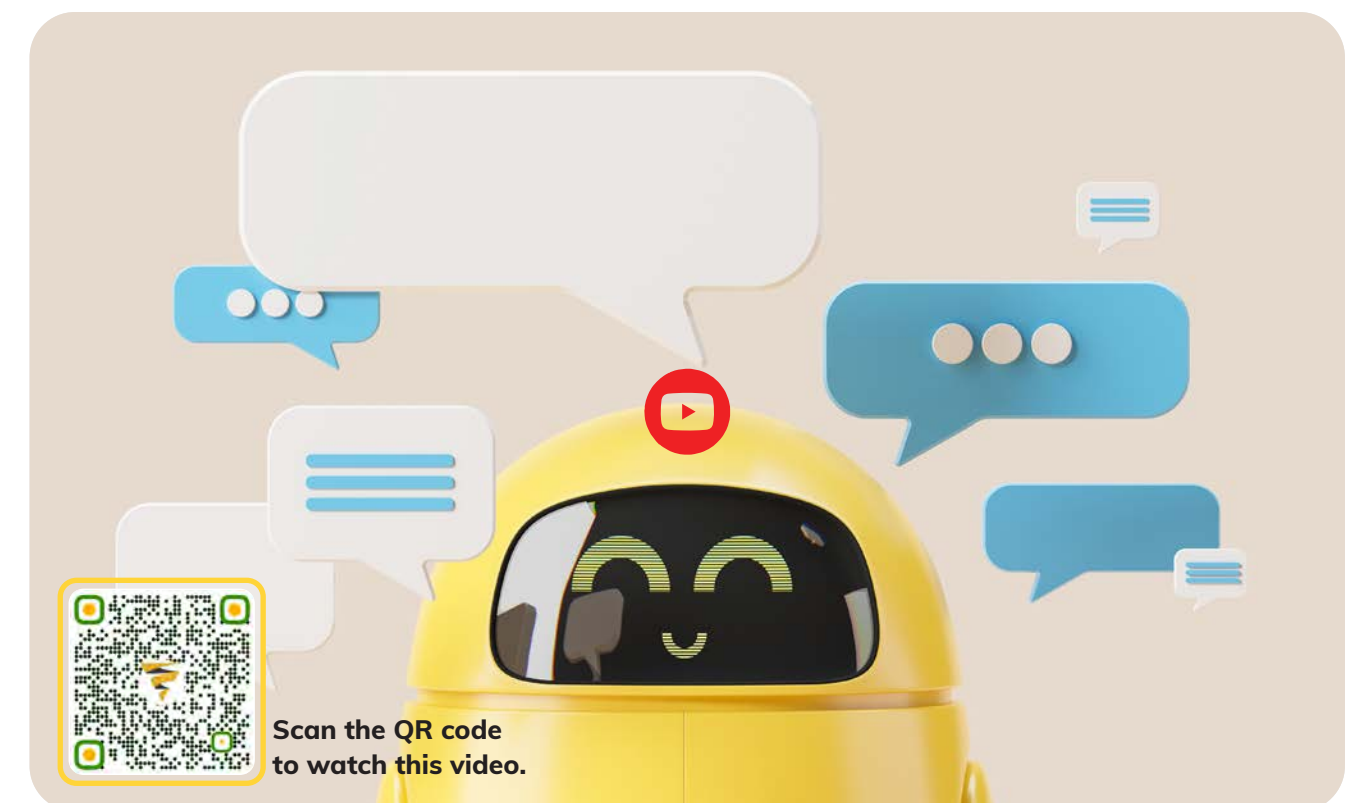
- High Volume transactions
- Pan India Requests
- Continuous modifications of requirements decentralised operations across Indian subcontinent
- Varied production schedules and site-wise requirements
- Minimal error rates required
- Instant updates and real-time visibility
- Automated support
- Integration with company ERP

**Solutions**

- Bot Based Process Interface
- LLM AI Based solution to categorise mails
- Keyword based SOPs centralized order entry
- Seamless integration with customer ERP
- Decentralized ordering but centralized visibility
- Full visibility to Key Account Manager & escalation matrix
- Scalable and elastic operations

**Benefits**

- Customer manpower could employees to focus on higher-value, strategic tasks - reducing cost & improving job satisfaction
- Reduction in turn around time by 8 Hours for operations
- Agent-less automated solution 99.95% Accurate order entry
- Real time visibility & Tracking
- Cost optimization by 15%
- Delivery efficiency improved by 18%



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