

# Improved document processing for a global shipper? We delivered.

Our RAPID platform shortened  
the document processing cycle  
from six hours to seven minutes.



# Our RAPID solution's solid architecture, functionality and business process management dramatically improved processing cycle time for shipping documents.

## The Challenge

As the fast-paced international shipping industry was experiencing massive growth, a major player needed a solution to process documents as quickly and accurately as it delivered packages. The sheer magnitude of documents, along with the global nature of the company's business, required distributed scanning/imaging as well as short- and long-term archival. To meet its increasing global document processing needs, the company needed to process multiple document types in various languages, all with a tight turnaround time.

## The Solution

With a robust Web solution and 1,600 employees servicing the company from locations in the U.S., Mexico, India, Africa, Guatemala and the Philippines, we had no problem keeping up. To achieve operational efficiency for the client, we implemented our RAPID (Real-Time Automated Processing) tools, which enable data capture, processing and storage, while eliminating cumbersome processing from disparate facilities.

We capture data from physical documents and electronically send them to the appropriate shipping company to be billed. As export/import documents are scanned, they're immediately sent to a brokerage house for pre-processing, allowing the package to move through customs more efficiently. Also, as part of our solution, we provide both short- and long-term storage of the client's documents, with easy Web access.

## The Results

We've forged an excellent relationship with the client by delivering, maintaining and improving key outsourcing solutions. RAPID's solid architecture, functionality and business process management dramatically improved processing cycle time, from a six-hour to a seven-minute turnaround. This improvement alone led to significant operational efficiencies. With RAPID implementation, the client was also able to improve from:

- Twelve operated scan sites to 1,200 scanning locations
- Batch-based to transaction-based workflow
- Three global production sites to six.

You can learn more about us at [www.xerox.com/businessservices](http://www.xerox.com/businessservices)



**Sector:** Travel, Transportation and Logistics

**Solution:** RAPID Implementation

**Client:** International Shipping Company

**Challenge:** Meet the client's increasing global document processing needs

**Results:** Dramatically improved processing cycle time

## The Bottom Line

An international shipping company needed to process documents as quickly and accurately as it delivered packages. It required distributed scanning facilities for document imaging and archival, and it needed to process multiple document types in various languages, with a tight

turnaround time. Delivering, maintaining and improving key outsourcing solutions for the client, we implemented our RAPID solution. The result: dramatically improved processing cycle times, from a six-hour to a seven-minute turnaround.