

AI Proof-of-Delivery Automation App

F&B Producer, United Arab Emirates

CASE STUDY

mokxa

Industry: Manufacturing

Client Summary

Headquartered in Dubai and founded in 1971, the client is one of the Middle East's premier food and beverage producer.

With a number of well-known brands that more than half of the nation has grown up with, the client is one of the region's largest employer with more than 4,500 employees spanning across the UAE and the region.

The client produces and exports products (beverages) to over 40 countries in the Middle East, Africa, and Asia.

Solution

Built on Joget and integrated with its AI-ready Tensorflow plugin, the application provides a single ecosystem for the client to effectively communicate all POD-related information with its customers.

This modernized approach enables the client to simplify its POD-discrepancy management process. This reduces the stress to handle issues of missing documents, improves POD transparency, and ensures a smooth customer invoicing cycle.

Challenges

A proof-of-delivery (POD) document serves as an acknowledgement for each successful order delivery, as well as for invoicing purposes.

In the past, the client always had problems of missing 'Delivery Notes (DNs)' and 'Seals on DN's', which resulted in:

- Frequent delivery conflicts between the client and its customers.
- Slow invoicing and subsequent delayed payments.
- Additional resources spent to trace, document, and manually maintain POD records on paper.
- Substantial risk of losing important data over time.
- Minimal oversight and transparency to manage SLA breaches between the client and its customers. (like cases of missing POD documents)

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Capabilities

- ✓ Provided an application with high processing load through Joget, to process up to 5000 DNs per day.
- ✓ Integrated seamlessly with the client's legacy ERP database, and eventually uses OCR technology to sort, match, and validate critical business information on all POD and invoice documents from the Document Management System.
- ✓ Built an automated control mechanism to highlight missing POD documents (like DNs/Seals on DNs) on all invoices & Statement of Account (SOA) documents. The overall document transparency was improved, and hence, the client can effectively communicate all POD-related issues with its customers.
- ✓ Provided a dashboard to holistically present all related POD data in a comprehensive and graphical form-factor. The client can also download customizable reports in multiple formats for timely data retrieval and analysis.
- ✓ Set up a permission controlled environment that only provides each business user with information access that they are allowed to. Each business user only has the access to customer information that is assigned to them.
- ✓ Integrated with MS Office 365 through active directory integration. The client can sign in to the application using their MS Office login credential. As a result, data security was enhanced and the overall application maintenance cost was reduced.
- ✓ Provided chat functionality that was downloaded from the readily available Joget Marketplace. The client will be able to communicate with its customers in real-time and resolve their challenges.

