

GBS transformation for one of the top global shipping & logistics players



Summary

A top global shipping and logistics firm employs thousands of FTEs across its 7 GBS centers. These FTEs are estimated to be supporting over 80 processes that involve highly complex, manually-intensive workflows with wide regional variations. To drive the transformation, the firm chose **EdgeVerve AI Next for GBS**, a unified AI platform, that is enabling an AI-led transformation of GBS operations.

Complex, varied and manually intensive operations invited significant business costs and risks

Some of the major challenges that the client was struggling with included the following:

- Highly complex container booking system with a multichannel real-time booking process involving EDI, Web, Email and phone.
- Manual-intensive operations with very low automation coverage (under 10%) was adversely impacting the business operations and bottom line. For instance, manual invoicing was estimated to cost the business around \$1.9 billion due to a range of factors - from inaccuracies and disputes, high booking cancellations, and customs filing errors, leading to fines, reputational risks, poor customer experience, and disorganized inbound data.
- Significant regional variations and low FTE costs prevented large-scale automation efforts in the past.

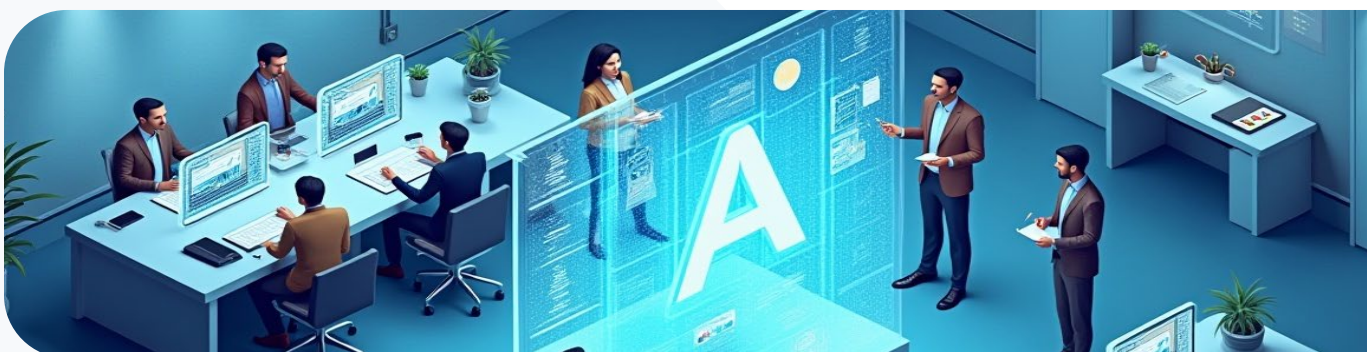
All the above challenges led to increased operational costs, Service Level Agreement (SLA) lapses, poor customer experience, and increased legal & compliance risks.

One unified AI platform to drive the entire GBS transformation

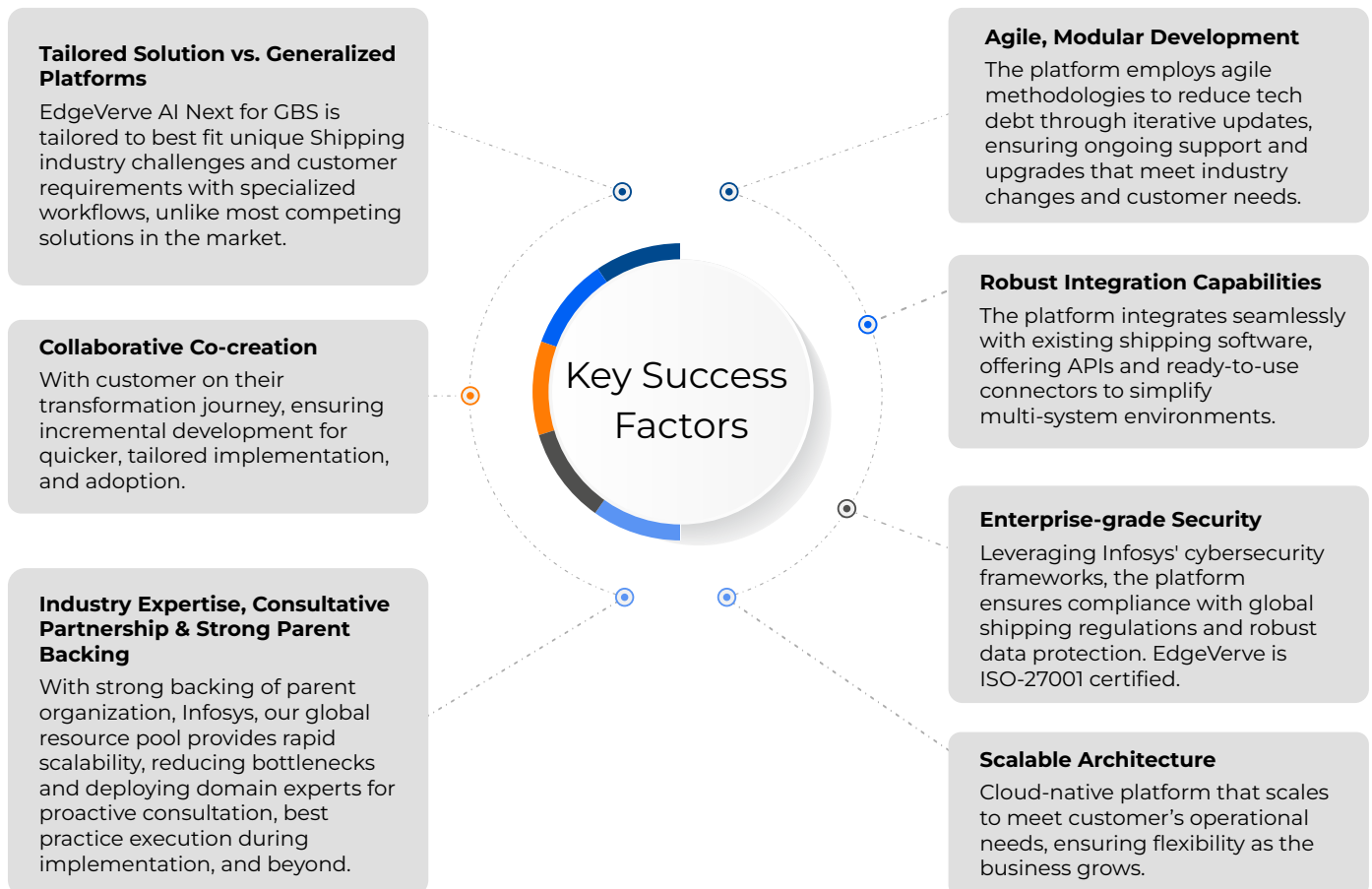
The client chose EdgeVerve AI Next for GBS to help them with the transformation. It involves transformation of multiple business functions – Customer Care & Commercial, Operations & Logistics, and Finance & Accounting. An AI-first transformation of about 16 initiatives, touching 4,000 GBS domain specialists with one unified GBS solution.

EdgeVerve AI Next for GBS is helping the client accelerate AI-led transformation by:

- **Replacing multiple disparate workflow systems** with a unified GBS solution, featuring smart allocations, workforce management, service request management, case management, email indexing, and advanced reporting dashboards.
- **Developing an end-to-end data pipeline** for easier and faster processing.
- **AI-powered efficient workflows:**
 - By minimizing manual efforts in Bill of Lading (BL) draft generation, booking confirmation, freighting, invoicing, import documentation, and customs filing via automation, AI-driven data extraction, and smart allocation.
 - AI-powered document processing enable efficient extraction of booking and Shipping Instruction (SI) remarks; processing of emails and Request for information (RFI) responses; AI-driven partner searches; and reading unstructured data from PDFs.
- **Exceptions & business rule management** with rule engine capabilities to configure country-specific exceptions and business rules.
- **Enabling faster & better decisions** with digitized documents, extracted data, end-to-end visibility and insights.



Key Success Factors Driving the Transformation



Business Outcomes

800+ head count savings

25% efficiency gains within 2 years

From 10% to 70% increase in automated processes

To know how EdgeVerve AI Next for GBS can drive AI-led transformation for your business, please reach out to us at

contact@edgeverve.com



EdgeVerve AI Next, part of Infosys Topaz, enables the scaling of Applied AI across the enterprise. Built from the ground up to leverage the power of Generative AI, this unified platform bridges silos in people, processes, data, and technology to drive transformation in business operations.

EdgeVerve. Possibilities Unlimited.

<https://www.edgeverve.com/ai-next/>



About EdgeVerve

EdgeVerve Systems Limited, a wholly-owned subsidiary of Infosys, is a global leader in developing digital platforms, empowering clients to unlock unlimited possibilities in their digital transformation journey. Our purpose is to inspire enterprises with the power of digital platforms, thereby enabling our clients to innovate on business models, drive game-changing efficiency, amplify human potential, and foster a connected ecosystem. Our comprehensive platform portfolio (EdgeVerve AI Next and TradeEdge) across Automation, Document AI, and Supply Chain helps inspire global enterprises to bridge silos in people, processes, data, & technology, discover & automate processes, digitize & structure unstructured data, and unlock the power of the network by integrating value chain partners. With a deep-rooted entrepreneurial culture, EdgeVerve's innovations are helping global corporations across sectors such as financial services, insurance, retail, consumer and packaged goods, life sciences, manufacturing, telecom, utilities, and more.

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