



A global logistics operator with the capacity to integrate a wide range of transport and logistics services, Rangel Logistics Solutions provides its customers with a one-stop shop solution. The company's integrated logistics solutions vary from customs broking, freight shipping, and contract logistics to custom critical solutions, ecommerce and fine arts export. Rangel Logistics Solutions delivers cargo by land, sea and air to over 23,000 customers worldwide.

**PRODUCT:**  
Studio Creatio

**INDUSTRY:**  
Logistics

**REGION:**  
Global

## CHALLENGE:

The document workflow at Rangel Logistics Solutions was paper-based and resource consuming. Due to a fast-paced work environment and lack of automation, they were seeking a solution allowing to better track logistics process and improve information sharing with other departments, partners, and vendors. The company required an effective technological solution to automate warehouse operations and improve employee efficiency.

### Rangel Logistics Solutions' requirements:

- A solution to easily develop and optimize existing operation processes without programming skills
- Tools to design and manage both structured and unstructured processes
- A powerful mobile application to establish effective workplace for warehouse operations
- A solution to effortlessly export data from an ERP system
- User-friendly UI to drive user adoption

## SOLUTION:

- Robust CRM and BPM capabilities to support the company's 2 key processes – truck inspection and cargo inspection
- Real-time data management of warehouse processes along with omnichannel communications enabling employees, customers and other stakeholders instantly share updates between each other
- A comprehensive real-time storage of shipment and transport data with custom sections for product details, customer requirements and country policies
- A customized "Requests" section to track down any incidents at the warehouse
- A mobile app to digitalize a paper-based quality control process and share the latest updates on the state of products and equipment
- Comprehensive analytics for data-driven decision making, business process control and customer reports
- Data import/export from Excel sheets and integration with an ERP system to orchestrate processes and applications within their IT environment
- Email integration with Creatio platform for better interactions with customers
- User-friendly and customizable interface of both desktop and mobile application driving a high user adoption rate

## BUSINESS OUTCOMES:



Ability to handle over **100 shipments** every day via mobile app



**14% reduction of time** spent on administrative tasks



Status updates delivered **15 times faster** due to advanced communication tools

Creatio was implemented by imDigital. Creatio solutions helped Rangel Logistics Solutions digitize their warehouse processes, streamline internal communications, and maximize workplace efficiency. With Creatio mobile app, the company's warehouse employees are now able to update shipment data anytime and anywhere.

ACCELERATE 