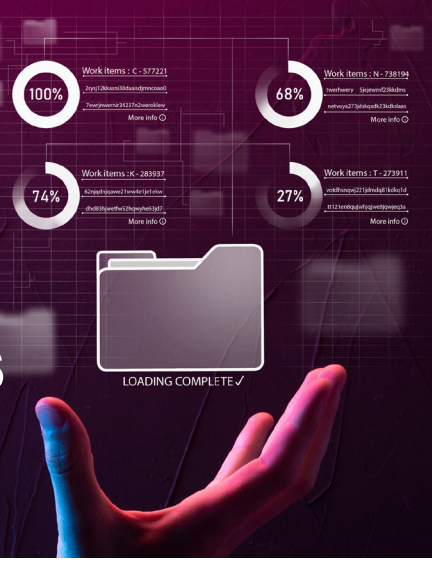
AI-POWERED DIGITIZATION AND AUTOMATION OF SUPPLY CHAIN TRANSACTION DOCUMENTS



Client Profile

Recognized as one of the fastest-growing companies in North America five times by Inc. Magazine. They are pushing the boundaries of the freight forwarding industry with a laser focus on customer needs and ground-breaking technology.

Business Context

- Large number of fast-moving critical documents – invoices, shipping instructions, booking confirmations from customer and carriers
- All documents had multiple layouts and document formats

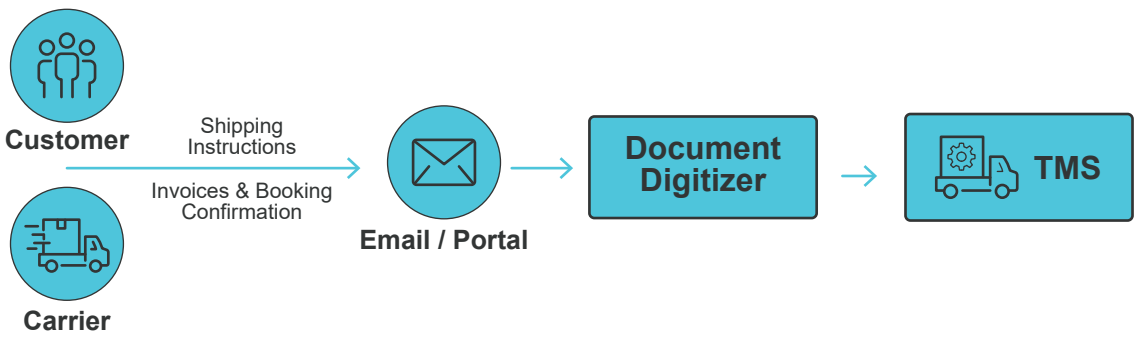
Challenges

- Manual process of extracting information resulting in increased processing time and delays
- Low accuracy of manual process leading to re-work

Solution

- The solution employs AI, OCR and NLP to understand different types of documents and convert key data points into digital information
- It is able to process multiple document formats and file types, including PDFs, images and emails, and also integrate data from the body of an email and its attachments

Digital Enablers



Business Impact

- Savings up to $1 million over 18 months
- Accomplished multiple digitization use cases with just one platform
- Increased accuracy of the digitization process and workflow automation with a substantial reduction in human error
- Optimal re-deployment of 25 resources to high value-adding activities

Bristlecone Advantage

- Deep domain expertise
- Solution and technology enablers
- Two decades of experience in automation and data engineering

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