



Intelligent automation for Supply Chain & Logistics

30% – 50%

According to McKinsey, predictive analytics and machine learning can reduce forecasting error in supply chains by 30-50%.

Companies working with supply chains walk a fine line between supply and demand. Even slight fluctuations in manufacturing conditions, customer behavior, or the weather, can cause hiccups that have a ripple effect down the line. Intelligent automation helps companies streamline processes and anticipate what's next.

Because Automation Hero incorporates data from a wide range of sources and systems, we're more agile than larger companies in the space. Our end-to-end automation platform can help with a wide range of supply chain use cases. Here, we'll discuss four key areas:

- **Customer service**
- **Invoices and bills of lading**
- **Inventory management**
- **Compliance and legal/regulatory documentation**

Use cases

1. Automate price quote requests

Shipping and logistics companies have seen dramatic shifts in demand and customer interaction, as supply chains have been disrupted and at-home ordering soars. This leads to higher volumes of common customer requests like price quotes. Such requests

can come in through a number of channels, such as email, fax or phone, and responding to requests manually means employees divert time from more critical, high-value work.

Our platform can help reduce work at every step, with intelligent automations including: intent detection AI for scanning emails, routing emails to the appropriate departments, and automating responses to incoming inquiries. In the end, this means a dramatically reduced workload and increased customer satisfaction.

2. Eliminate chair-swiveling

Customer service agents in shipping and logistics regularly switch between five or more systems to complete help center and customer service desk requests. Swiveling between applications to copy and paste data manually requires several clicks, steps and window switches, which lengthens the call handling time. Our robotic process automation (RPA) component lets agents easily transfer data between systems and query or log into shipping tracking databases without having to do so manually.

3. Streamline processing invoices and bills of lading

Let's say you're a small manufacturer who sends and receives invoices for a variety of goods. Most of your suppliers have a 30-day window for payment. But you've noticed that a growing number of suppliers send an invoice whether you've received the goods or not. Automation Hero can help a company create a simple database lookup to detect whether the goods have arrived, and set a rule to authorize payment only once they have. The platform might again extract an account ID from a submitted invoice or bill of lading and then map that ID to the appropriate field in your invoice management software. Now, payment is tied to actual deliveries, not planned or theoretical ones, which improves company cash flow.

4. Extract data from invoices faster

Whether you're using Salesforce, SAP, or any other software to manage information, we can speed up data input and output from that system. For example, let's say you're using SAP for invoice management. Automation Hero can help you create a simple screen automation that fills out an SAP form using information from any other source or database.

The automation might grab, for example, an account ID from an invoice submitted as a PDF, using OCR (optical character recognition). Then it maps that ID to the appropriate field in SAP and inputs the rest of the critical information from the invoice into the system. What may have taken an employee several minutes to input is now an automation that takes just a few seconds.

5. Make forecasting for logistics ultra-precise

In logistics, timing is everything. Want to capitalize on the weather, a big event, or an of-the-minute fashion trend? You can only do this if your inventory forecasting is

Customized OCR: Our optical character recognition solution uses AI to translate handwritten documents and extract critical information.

fast and precise. Automation Hero can help a company create an AI model that goes beyond simple supply and demand, taking into account parameters like weather patterns, availability of raw materials, or the operating capacity of manufacturing facilities and machinery.

6. Optimize dynamic pricing with AI

Let's say your online marketplace offers shipping containers for rent or purchase. An algorithm helps you serve up offers to customers based on inventory, demand, and competition data. But Automation Hero can help you create an AI model that works in conjunction with the algorithm — meaning the model learns from patterns over time. For example, if customers accessing your website in a certain area go for higher price points, or buyers from one region all buy the same size containers, you can use these insights to optimize your long-term pricing strategy for each customer segment.

7. Track compliance and regulatory changes

For example, you're a shipping company doing business in 35 countries. You need tools that give you real-time updates when a government agency or regulatory entity in any of those countries changes its policies around flights, freight restrictions, customs requirements, and taxes and tariffs, among others. Our platform is particularly adept at comparing information from different sources to assess whether you're staying in compliance. When Mexico raises its freight limits on imported goods, for example, an automation can instantly re-project and re-calculate how this affects your operations across the board.

What is Automation Hero?

Automation Hero's end-to-end automation platform for the modern enterprise combines screen scraping, structured and unstructured data processing, machine learning, and the human workforce. It's an operating system for automation — intelligently automating everything from simple tasks to complex business processes. This improves information worker productivity and drives more successful, optimized business outcomes. Its powerful backend focuses on three key areas: eliminating repetitive and time-consuming tasks, automating common asks and augmenting employee decision making.