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RPA for
Mobility & Logistics

Coordinate Employee Training

Industry:	Logistics
Function:	HR

The Situation

An international logistics company plans and conducts trainings for its employees. The personnel department handles the entire process from preparation to post-processing. The HR employees have to send invitations, complete registrations, provide training materials, coordinate the availability of instructors, participants and premises, and issue certificates after successful participation.

The processing of these trainings represents a high administrative effort and costs HR employees a lot of time, which they should be able to use for value-adding work instead.

The Solution

Servicetrace software robots automate the entire process.

They automatically send invitations and register acceptances as well as cancellations, coordinate appointments and rooms and automatically transfer certificates at the successful completion of the training.

Benefits

Employee satisfaction:
quick reaction to
change requests

Quality improvement:
complete and error-free data

Time savings: HR employees
have more time for value-
adding work through
automation of processes

Monitoring Flight Data

Industry:	Transport/Logistics
Function:	Logistics

The Situation

At an airport, only two employees plan the loading of time-critical goods (e.g. blood transfusions). They have to monitor data, including the current flight data, on 4-5 screens per workstation in order to ensure a rapid transport even in the event of flight schedule changes. On average, they process 50 orders per day.

The employees need to be able to concentrate on their core business so that the goods can be loaded on time and without errors despite a high time pressure, scarce resources, and short-term changes.

The Solution

Servicetrace software robots check incoming mails and create corresponding orders in the system (new creation, cancellation, change).

Servicetrace software robots check the current flight data every ten minutes and report deviations to the dispatcher.

Benefits

Employees can concentrate on their core task of loading goods

Faster reaction and processing times guarantee a timely delivery of the goods

Higher customer satisfaction through better customer service