

CASE STUDY

SQA Group's Process Discovery Helps Third-Party Logistics Company Realize \$12 Million in Revenue Gains

CHALLENGE

ITS Logistics, a national third-party logistics company, was dealing with a high volume manual intake process that was inefficient, costly, and causing "real-time information overload." ITS engaged SQA Group to observe and document current state and make technology recommendations that would streamline manual workflows and business activities.

SOLUTION

SQA Group deployed a process and technology strike team designed to observe and capture existing business workflows and process. SQA Group focused particularly on ways technology solutions could streamline and prioritize status reports and alerts stemming from dozens of sources into a coherent stream that could keep events from falling through the cracks, while allowing logistics analysts to focus on their primary task of shepherding lards from shipping port to destination.

Following discovery, analysis continued along three threads:

- **Email Review:** SQA Group analyzed incoming e-mails to the company's Inc-Robot mailbox to understand volume, category, senders, recipients
- **Process Workflow Mapping:** SQA group met with various teams to uncover processes that could be improved through AI and ML solutions, RPA, and emerging tech, mapping the current state of the most complex processes.
- **High-Level Recommendations:** As processes were being mapped, SQA Group explored potential solutions and mapped ideal future states.



IMPACT

Upon receiving 24 recommendations from SQA Group, ITS:

Charted First Steps: Requested pricing from SQA Group for the high-priority recommendations that could be addressed immediately.

Made a Case: Allocated \$500,000 to process improvements.

Built Capacity: Immediately began expanding their AI/ ML team to build the capacity of the team to carry out recommended work.