appian

Appian for Improved Transportation Visibility

Deliver an enhanced end-to-end experience across the shipment life cycle.

Organizations across all industries are feeling the pressure to keep up with an "Amazon-type" delivery experience with full tracking visibility and faster delivery options. The need to meet these heightened customer demands while ensuring the quality and safety of deliveries is proving challenging with manual and siloed tracking systems.

To deliver an enhanced experience, organizations must automate and streamline workflow to improve visibility and tracking across the delivery process:

- **Hazardous materials equipment.** Selling or disposing of hazardous materials is complex and heavily regulated. Organizations must unify packaging and processing requirements, shipping logistics, worker certifications, and incident management into a single automated workflow to improve visibility and auditability and ensure compliance with regulatory requirements.

- **Contactless pickup and delivery.** In the wake of COVID-19, transportation and logistics companies have made the health and safety of their workers and partners a top priority. By electronically capturing and automatically routing all incoming trade document data, organizations are improving end-to-end visibility across supply chain processes to better respond to and prepare for disruptions.

- **Last mile tracking.** With the "last mile" being the most costly piece of the delivery process, organizations are looking to "shorten the last mile" wherever they can. Tools such as data prediction management, real-time shipment tracking, and automation of handoffs across teams improve the delivery experience for the customer while eliminating costs for the organization.
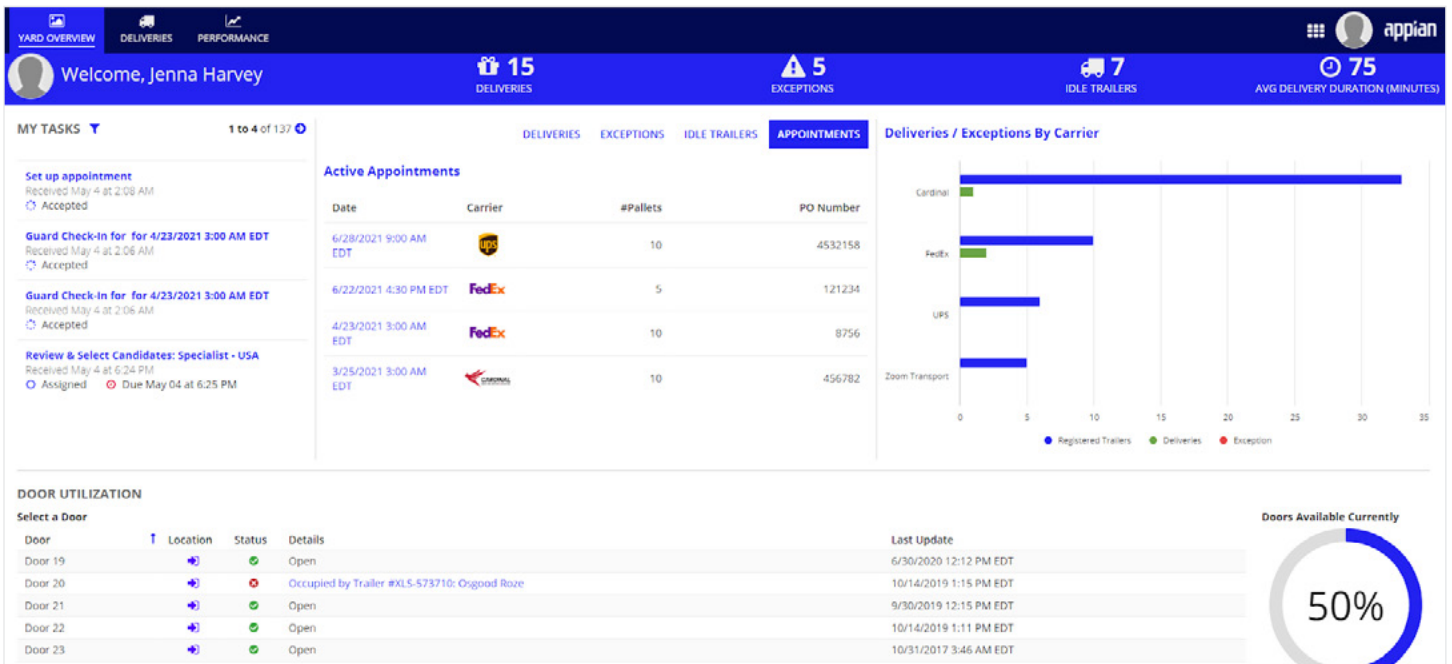
- **On-time and in-full (OTIF).** Extensive forecasting and planning is needed to get shipments to the docks and facilities on time. Technology that provides a proactive look at real-time data and shows actual lead time can drastically improve efficiencies and eradicate process fines associated with delays.

- **Track and trace.** Organizations are looking to better manage shipping and gain quality assurance for products. A digital control tower can track geographic location, control cold chain distribution, and ensure the accuracy, authenticity, and safety of products in transit to protect against fraud and counterfeiting—and ensure corporate responsibility.

Leading organizations are enhancing transportation visibility with Appian:

A leading Canadian retailer's award-winning application digitizes driver check-in and load pickup at distribution centers, allowing drivers to signal their availability, check in remotely, and accept work in real time through digital dispatch. They have estimated the application will save them over $1 million in the first six months, reducing driver turnaround time by 10 minutes per trip, and reducing 3PL invoice reconciliation issues by 50%.

Streamline inbound deliveries to distribution centers, including check-in, unloading goods, and yard check-out.

A large 3PL organization implemented an application on the Appian platform for load building and tracking within their logistics department. This includes monitoring pickup, shipments, routes mapped, on-time performance, and more.

With Appian, a top shipping and logistics company has streamlined logistics case management across customers, coordinating work, end-to-end visibility of goods being shipped, invoicing, and payment collection.

Low-code automation for transportation visibility.

The Appian Low-Code Automation Platform provides a more efficient, user-friendly, and intuitive way to manage the shipment process. The Appian workflow, AI, RPA, and case management capabilities transform the way organizations are handling transportation visibility in these ways:

- Automate manual and paper-based processes with a single, unified interface.

- Deliver effective inbound management to boost efficiency and customer experience while reducing inventory investment and other associated costs.

- Provide an end-to-end solution with faster integrations and connectivity across existing systems, such as ERPs, WMS, and TMS.

- Enhance visibility and traceability across execution to avoid delays and process bottlenecks, ultimately saving costs and mitigating risk.