

**CASE STUDY**  
ISG Standout Case Study 2023

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# Digitization of Shipment Documents for Club Car Reduced TAT by 99.99%



LTIMindtree's Manufacturing team is proud to announce that this Case Study is recognized by ISG as a Standout for 2023.

## Client

Club Car is an American manufacturer of gas and electric powertrain-based small utility vehicles and golf carts for private and professional use. They are the official golf vehicle sponsors for various reputed US golf events and tournaments.



## Challenges



Need for digitizing the vast number of physical shipment documents.



Time-intensive transportation process for document availability.



Lengthy response times of more than 24 hours affected customer experience.



Manual, cost-heavy, and cumbersome picklist and order number search process for business users.



Cumbersome document retrieval process that required the Club Car Distribution Center (CCDC) Logistic Transport team to request for physical copies from data storage, manually search for documents and required details, scan and print it, and then address the queries/issues.

# LTIMindtree Solution

Our solutions team proposed to digitize the documents, extract data for quick search, and store documents in Cloud for faster retrieval.

- Enabled digital documentation and user-friendly search using Document AI in Google Cloud Platform (GCP).
- **Implemented advanced data modeling** to read, split, and upload shipping document PDFs **using Document AI Warehouse** using picklist number, order number, and text content.
- Extracted important business attributes and file metadata and stored them in GCP **Big Query data warehouse**.
- Implemented **Looker Studio dashboard** to visualize shipment documentation, capture reprinted shipment documents for business analysis, and capture and reprocess rejected documents.
- Provided low-cost **document archival** for multi-year storage and retrieval.



## Business Benefits



**85% reduction**  
in digitization  
cost



**100% digitization**  
of shipment  
documents



Automated  
order/document  
search



**99.99% reduction**  
in Turn Around Time  
(TAT) for document  
search and retrieval



Minimized manual  
efforts by eliminating  
dependency on paper  
documents



Enabled visual  
dashboards for  
stored data and  
documents

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