CASE STUDY

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

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 the document
search and retrieval

Minimized manual
efforts by eliminating
dependency on paper
documents

Enabled visual
dashboards for
stored data and
documents