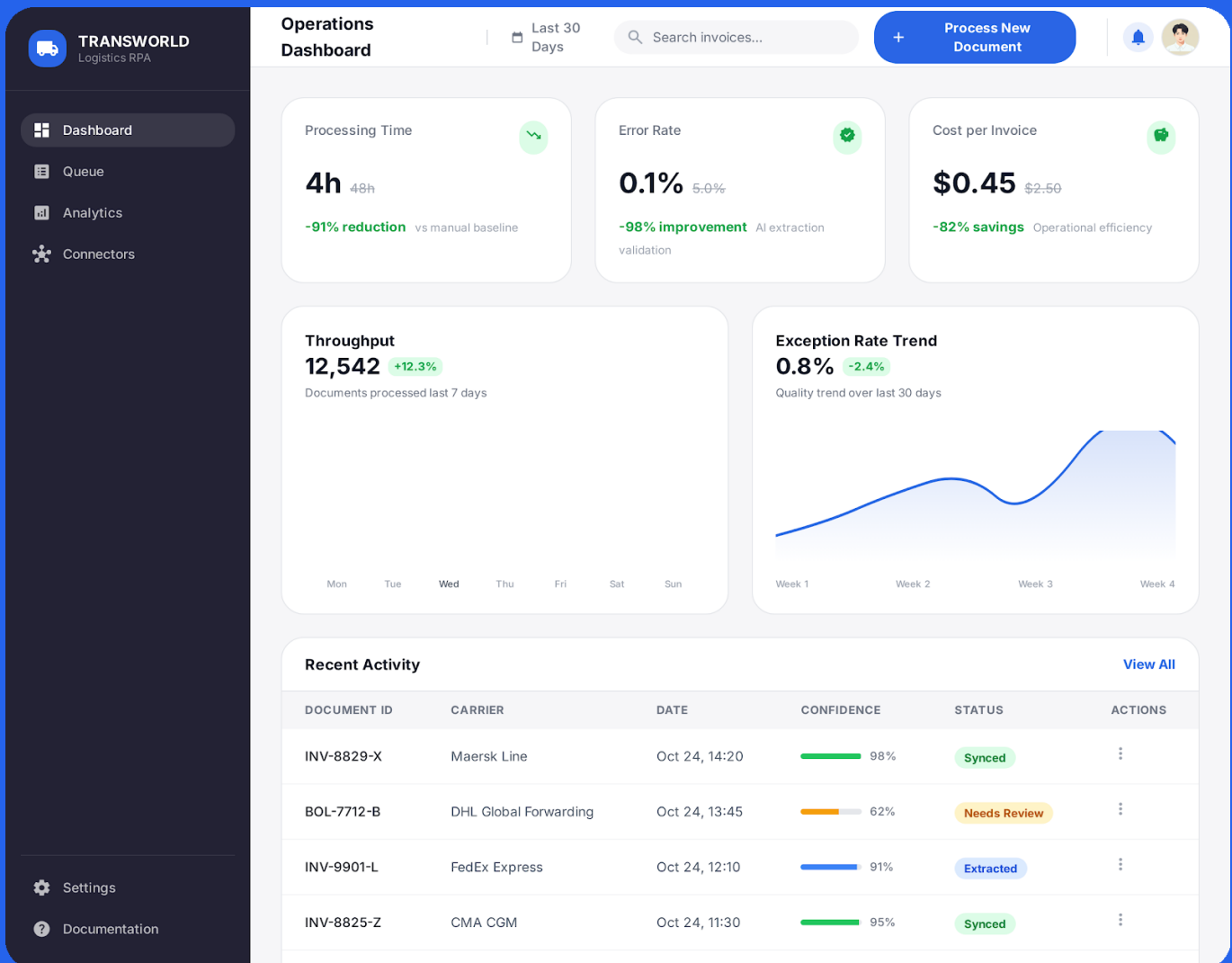


Case Study Report

AI Document Processing

Transworld Logistics



Client

Transworld Logistics

Focus

Invoice + Document Automation (RPA)



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About Transworld Logistics



Client context: high-volume logistics operations

Document-intensive workflows across finance, operations, and compliance

Where speed, accuracy, and traceability directly impact SLAs and disputes

Organization profile



Industry: Logistics & Supply Chain (3PL) with high-volume, time-sensitive documents across shipments and billing.

Teams: Operations, Finance, and Compliance—shared ownership across intake, verification, approvals, and audits.

Workflows: Multi-party document intake (email/portal), OCR + field validation, exception handling, and audit-ready change trails.

Key requirement: Faster cycle time without losing traceability, approvals, or SLA visibility.

Why documents matter

High-volume invoices, BOLs, POs, customs documents, and proofs of delivery from multiple partners.

Accuracy affects SLA performance, dispute resolution speed, and clean downstream ERP posting with fewer reworks.

Full traceability is required for approvals, exception handling, audit trails, and ongoing compliance reviews.



Client Snapshot

Transworld Logistics is a freight and logistics operator with high-volume invoicing and document workflows across operations, finance, and customer service, requiring consistent processing, clear ownership, and audit-ready tracking.

Industry

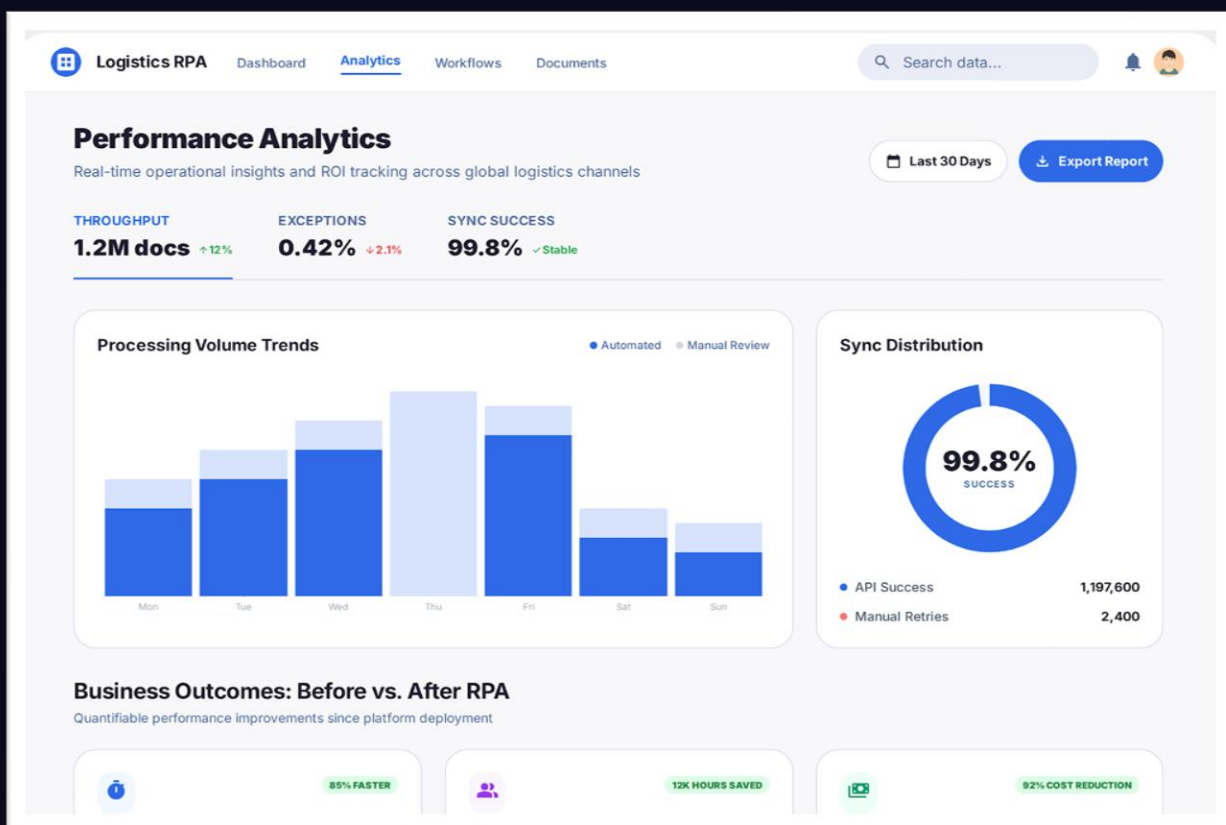
Logistics & Freight

Primary users

**Ops + Finance
Shared Services**

Context

- Multiple inbound channels (email, portals/uploads, scanned copies) created inconsistent formats.
- Manual data entry and high exception handling volume created processing bottlenecks.
- Low-quality scans and missing fields increased OCR failures and rework cycles.
- No centralized visibility into document status, owners, SLAs, and escalations.
- Validation rules lived in spreadsheets, causing version drift and inconsistent enforcement.
- Duplicate submissions (email + upload) led to double work and mismatched records.





Challenge & Constraints

Inbound documents arrived in inconsistent formats and quality. Manual triage and data entry slowed invoice turnaround, raised exception volume, and reduced end-to-end visibility.

Key pain points

- Slow invoice turnaround due to manual triage and entry.
- Inconsistent extraction from varied vendor formats and scans.
- High exception rate led to rework across teams.
- Need for traceability (who changed what, when) and approvals.
- Limited end-to-end visibility into status, ownership
- Validation business logic lived in spreadsheets, causing version drift

Example: intake queue & operational backlog

The screenshot shows the 'Invoice Intake Queue' dashboard. At the top, there's a search bar and user profile for Alex Rivera. The main section displays four key metrics: Total Inbound (1,284, +12% from yesterday), Needs Review (42, 8 high priority), Avg. Confidence (94.2%), and SLA Compliance (98.1%, Above target). Below these are tabs for 'All Invoices' (128), 'New', 'Extracted', and 'Needs Review' (42). A table lists three invoices with columns for Doc, Vendor & ID, Amount, Confidence, Status, Owner, SLA, and Actions. The first invoice is from Maersk Logistics Services (\$4,290.50, 98.2% confidence, EXTRACTED). The second is from Global Port Authority (\$12,800.00, 64.5% confidence, NEEDS REVIEW). The third is from DHL Express Int. (\$842.20, 99.9% confidence, NEW). A pagination bar at the bottom shows 'Showing 1-10 of 128 results'.



Goals & Success Metrics

Target outcomes (replace numbers with confirmed values):

The program focused on measurable throughput and accuracy gains while improving control and auditability; targets were defined upfront so each release could be validated against a baseline.

Cycle time

↓ 60–80%

From receipt to ERP posting

Extraction accuracy

≥ 95%

After validation rules

Automation rate

70–85%

Docs processed end-to-end

Cost per invoice

↓ 30–50%

Reduced manual effort

Analytics & performance visibility

Performance Analytics

Real-time operational insights and ROI tracking across global logistics channels

Last 30 Days

Export Report

THROUGHPUT

1.2M docs ↑12%

EXCEPTIONS

0.42% ↓2.1%

SYNC SUCCESS

99.8% ✓ Stable

Processing Volume Trends



Sync Distribution



API Success: 1,197,600
Manual Retries: 2,400

Business Outcomes: Before vs. After RPA

Quantifiable performance improvements since platform deployment



85% FASTER

Avg. Processing Time

BEFORE: 28.0m → AFTER RPA: 4.2s



12K HOURS SAVED

Manual Document Review

BEFORE: 100% → AFTER RPA: 0.42%



92% COST REDUCTION

Processing Cost per Unit

BEFORE: \$2.40 → AFTER RPA: \$0.18



Solution Overview

SDLC CORP delivered an end-to-end platform that ingests documents, extracts key fields, validates data using configurable rules, and routes exceptions for human review—supported by complete audit trails. The solution runs as an RPA + intelligent document processing pipeline: ingest → extract → validate → approve → sync → monitor.

Ingest

Documents enter through email, uploads, or scans. The system auto-classifies each file by document type for routing.



Extract

OCR extracts key fields from structured and semi-structured documents. Confidence scoring flags low-certainty values for validation or review.



Validate

Rules and lookups validate extracted fields against master data and thresholds. Human reviewers resolve exceptions and approve changes with full traceability.



Post

Approved data syncs to ERP/AP systems with mapped fields and required validations. Status callbacks confirm posting results and surface failures for quick resolution.



Monitor

Dashboards track throughput, accuracy, exception trends, and SLA performance. Audit logs and alerts capture every change and escalate issues in real time.



Product Walkthrough

Screens show how teams ingest, review, validate, and approve documents that's its correct and not false information or values int it . The workflow keeps exception exceptions focused and ensures every change is tracked.

Representative screens from the solution:

Dashboard

Operations Dashboard

- Processing Time: 4h (85%) -91% reduction vs manual baseline
- Error Rate: 0.1% (0.0%) -88% improvement in extraction validation
- Cost per Invoice: \$0.45 (€0.60) -82% savings operational efficiency
- Throughput: 12,542 (+16.3%) Documents processed last 7 days
- Exception Rate Trend: 0.8% (-2.4%) Quality trend over last 30 days

DOCUMENT ID	CARRIER	DATE	CONFIDENCE	STATUS	ACTIONS
INV-8829-X	Maersk Line	Oct 24, 14:20	98%	Synched	
BDL-7712-B	DHL Global Forwarding	Oct 24, 13:45	82%	Needs Review	
INV-9901-L	FedEx Express	Oct 24, 12:10	91%	Extracted	
INV-8825-Z	CMA CGM	Oct 24, 11:30	95%	Synched	

Invoice Intake Queue

Invoice Intake Queue

Manage and process high-volume logistics document extraction tasks.

- TOTAL INBOUND: 1,284 (+12% from yesterday)
- NEEDS REVIEW: 42 (8 High priority)
- AVG. CONFIDENCE: 94.2%

DOC	VENDOR & ID	AMOUNT	CONFIDENCE	STATUS	OWNER
	Maersk Logistics Services (INV-3022-0481)	\$4,290.50	+98.2%	EXTRACTED	John Doe
	Global Port Authority (PTX-8829-B)	\$12,800.00	+84.0%	NEEDS REVIEW	Unassigned
	DHL Express Int. (DHL-Q4-002)	\$842.20	+99.8%	NEW	Alex B.

Extraction Details

Invoice Detail: INV-99283

EXTRACTED DATA:

- VENDOR NAME: Global Logistics Co. (85% Confidence)
- INVOICE NUMBER: INV-99283 (95% Confidence)
- PURCHASE ORDER: PO-1002 (85% Confidence)
- TOTAL AMOUNT: \$ 4,250.00 (95% Confidence)

DOCUMENT TIMELINE:

- Extracted (10/24/2023 14:04)
- Reviewing (10/24/2023 14:03)
- Approved (10/24/2023)

Validation Studio

Validation Studio

Batch #8821 / Document #00451 | Invoice_Global_Logistics_99.pdf

GENERAL INFORMATION:

- VENDOR NAME: Global Logistics Solutions Inc.
- INVOICE NUMBER: INV-2023-00451
- ISSUE DATE: Oct 24, 2023
- CURRENCY: USD

LINE ITEMS:

DESCRIPTION	QTY	RATE	AMOUNT
Standard Freight Charges	1.0	450.00	450.00
Fuel Surcharge (DCL)	1.0	82.40	82.40
Terminal Handling Fee	2.0	75.00	150.00
Documentation Fee	1.0	35.00	35.00
Customs Clearance	1.0	120.00	120.00

Total Amount: \$904.39

Exception review queue (human-in-the-loop)

INVOICE ID	VENDOR	CONFIDENCE	ERROR TYPE	ACTIONS
INV-9021	Global Logistics Corp	42%	Missing Date	
INV-8842	FastTrack Shipping	55%	Tax Mismatch	
INV-7731	Maersk Line Ltd.	61%	Unclear OCR	
INV-4420	DHL Express Global	72%	Duplicate ID	



Extraction & Validation

Templates, confidence scoring, and rule checks reduce rework. Low-confidence fields are surfaced with context so reviewers can correct quickly and feed continuous improvements.

What makes it reliable

- Confidence-based routing to auto-approve vs. human review.
- Field-level validation rules and vendor/master-data lookups.
- Full traceability: extraction source, edits, approvals, and exports.
- SLA-driven exception queues with prioritization, ownership.

Invoice extraction

Invoice Detail: INV-99283
Save Changes Approve Invoice

DOCUMENT PREVIEW

INVOICE

#INV-99283
Date: Oct 24, 2023

GLOBAL LOGISTICS CO.
1289 Enterprise Way, Suite 400
San Francisco, CA 94105

BILLED TO: **Swift Delivery Solutions**
PO Box 1928, NY 10011

REFERENCE: **PO-1002**

Description	Qty	Price	Total
Ocean Freight - Container 40' High Cube	1	\$3,800.00	\$3,800.00
Fuel Surcharge (BAF)	1	\$450.00	\$450.00
Subtotal			\$4,250.00
Total Due			\$4,250.00

EXTRACTED DATA

VENDOR NAME 55% Confidence
Global Logistics Co. ▲

INVOICE NUMBER 98% Confidence
INV-99283

PURCHASE ORDER 55% Confidence
PO-1002 ▲

TOTAL AMOUNT 99% Confidence
\$ **4,250.00**

+ Add Manual Field

DOCUMENT TIMELINE

● **Extracted**
SYSTEM AI • 10:05 AM

● **Reviewing**
YOU • OCT 24, 2023

● **Approved**
PENDING REVIEW

Document Type Logistics Invoice

Priority Medium

File Size **1.2 MB**

Validation studio

Validation Studio | Dashboard Batches Automation Hub
Approve (Ctrl+ ⇐) Flag Exception

Batch #8821 / Document #00451 / Invoice_Global_Logistics_99.pdf
LOW CONFIDENCE
Page 1 of 1

Request Re-extraction

GENERAL INFORMATION Verify All

VENDOR NAME Global Logistics Solutions Inc.

INVOICE NUMBER INV-2023-00451

ISSUE DATE Oct 24, 2023

CURRENCY USD

LINE ITEMS + Add Row

DESCRIPTION	QTY	RATE	AMOUNT
Standard Freight Charges	1.0	450.00	450.00 ●
Fuel Surcharge (Oct)	1.0	82.40	82.40 ●
Terminal Handling Fee	2.0	75.00	150.00 ●
Documentation Fee	1.0	35.00	35.00 ●
Customs Clearance	1.0	120.00	120.00 ●



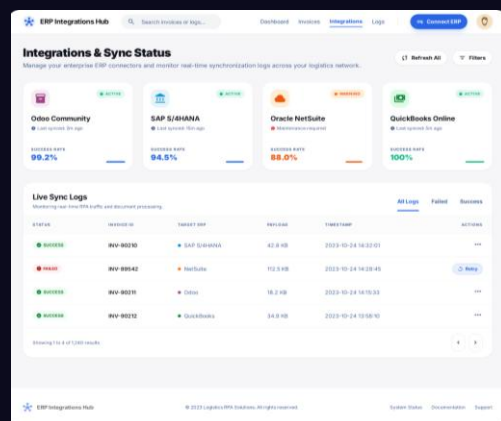
Integrations, Security & Governance

The solution connects intake channels to downstream ERP handoff. Role-based access, immutable logs, and approvals support compliance and faster dispute resolution. Built in visibility across status, owners, SLAs, and exceptions keep workflows controlled end-to-end

Designed for finance-grade controls and auditability:

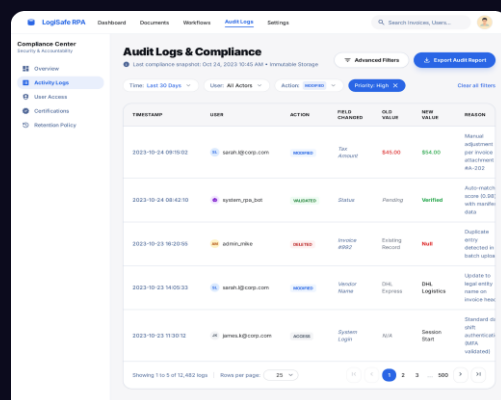
ERP / AP Integrations

- Configurable connectors for ERP/AP and downstream systems
- Idempotent posting to prevent duplicates, with safe retries
- Status sync, acknowledgements, and reconciliation tracking
- Failure handling with error logs, alerts, and reprocessing queues



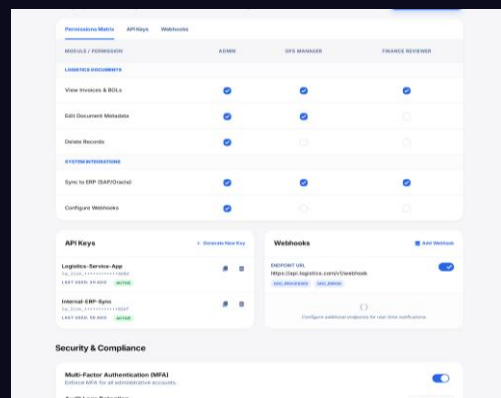
Audit Logs & Compliance

- Immutable event history for every document and field change
- Exportable audit trails for reviews, disputes, and compliance checks
- Operational monitoring for throughput, exceptions, and SLA health



Role-Based Access (RBAC)

- Granular, role-based permissions with least-privilege access
- Tenant/workspace isolation to separate data, rules, and users
- Approval workflows with configurable steps and audit trails





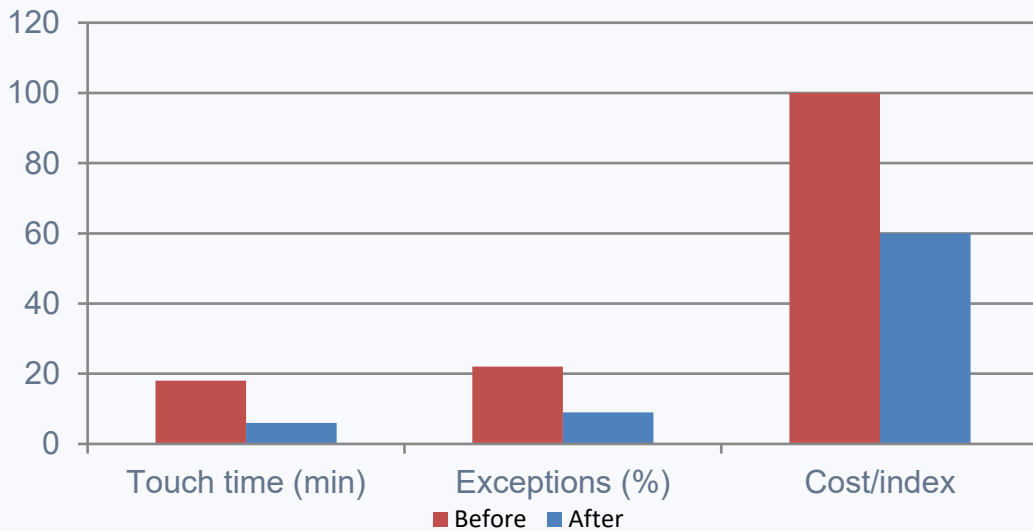
Results & Impact

Automation reduced manual effort and improved SLA performance. Dashboards make throughput and exceptions visible so teams can manage by priority and continuously optimize. Exception trends highlight recurring failure modes, enabling targeted rules updates and vendor feedback loops. Operational metrics support capacity planning, faster escalations, and consistent performance across teams

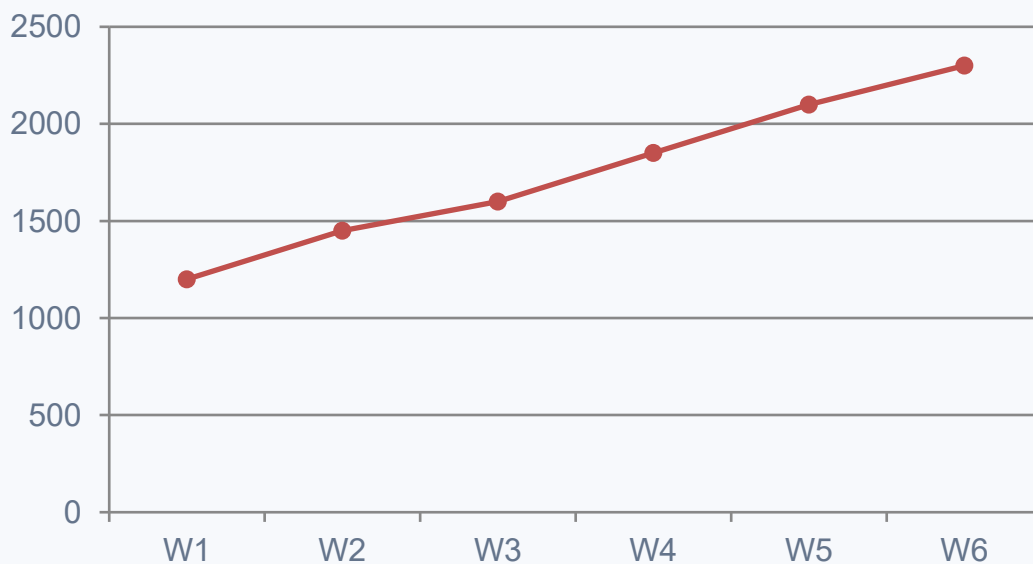
Illustrative results (replace with actual project data):

3.5× Faster turnaround	80% Auto-processing rate	95%+ Field accuracy
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Before vs. After



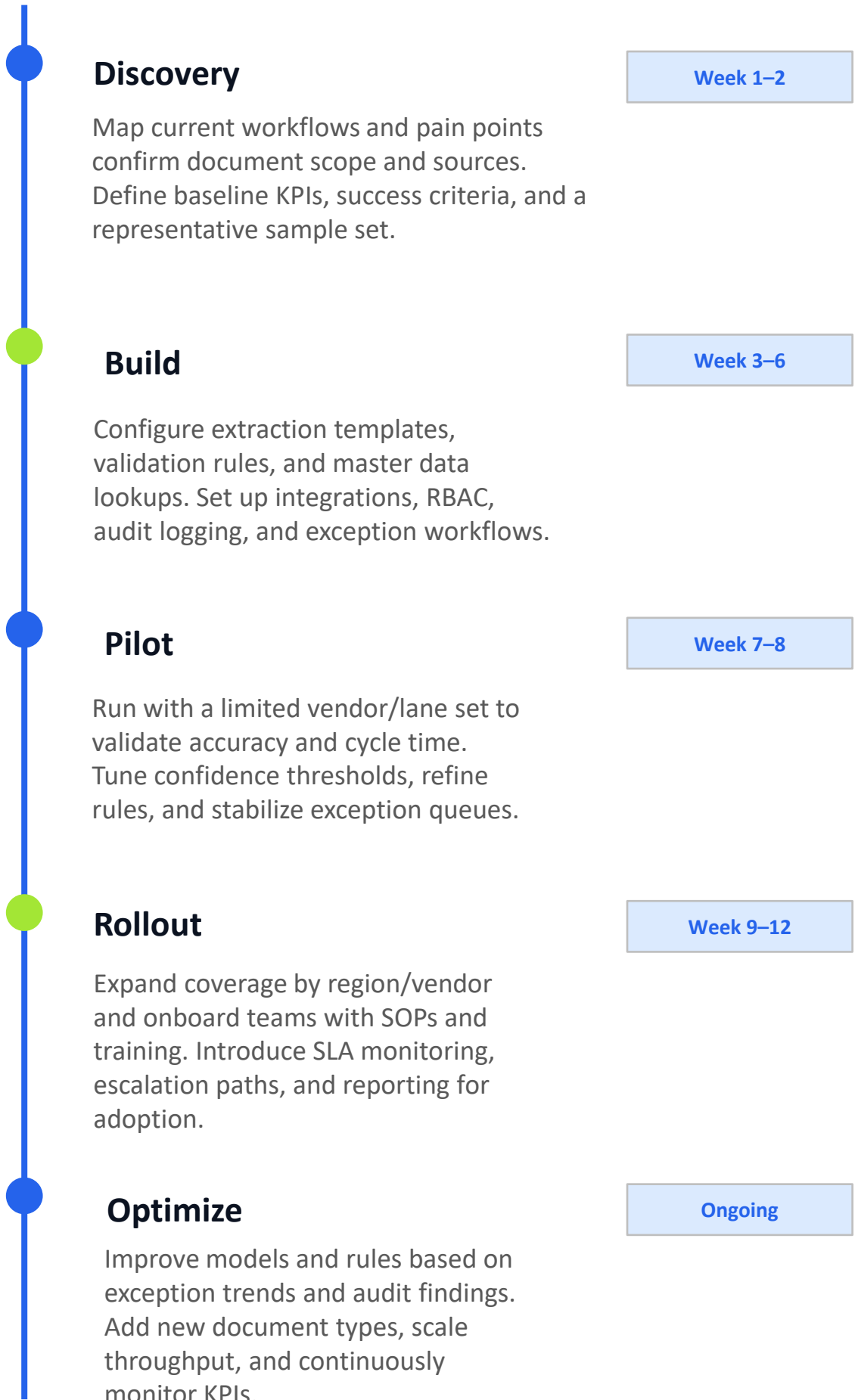
Throughput trend (weekly)





Implementation Timeline

A practical rollout plan that minimizes disruption:





Credentials & Recognition

Selected recognitions and strategic partnerships
Documented across official SDLC Corp press releases
Reflecting independent validation of delivery and expertise

Salesforce Partner Network



Recognized as a Salesforce Partner after successful due diligence review.

Sep 2025

Top AI Solutions Provider



Recognized as Top AI Solutions Provider for Enterprises (Indian Business Excellence Awards / Global Titan).

Award 2025

TechBehemoths Certification



Verified finalist certification for the 2025 award cycle.

Dec 2025

Top rated on:



Build software that scales with your business

SDLC CORP partners with teams to design, build, and modernize platforms that reduce friction, improve visibility, and deliver measurable outcomes.

WHAT WE DELIVER

- Product builds shaped around real workflows and users
- Faster operations through better handoffs and clarity
- Streamlined processes that cut rework and delays
- Delivery standards with governance, traceability, and reporting

HOW WE GET STARTED

- 30-minute discovery to align goals and scope
- Quick assessment to map risks and priorities
- Roadmap with milestones, owners, and SLAs

CONTACT

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