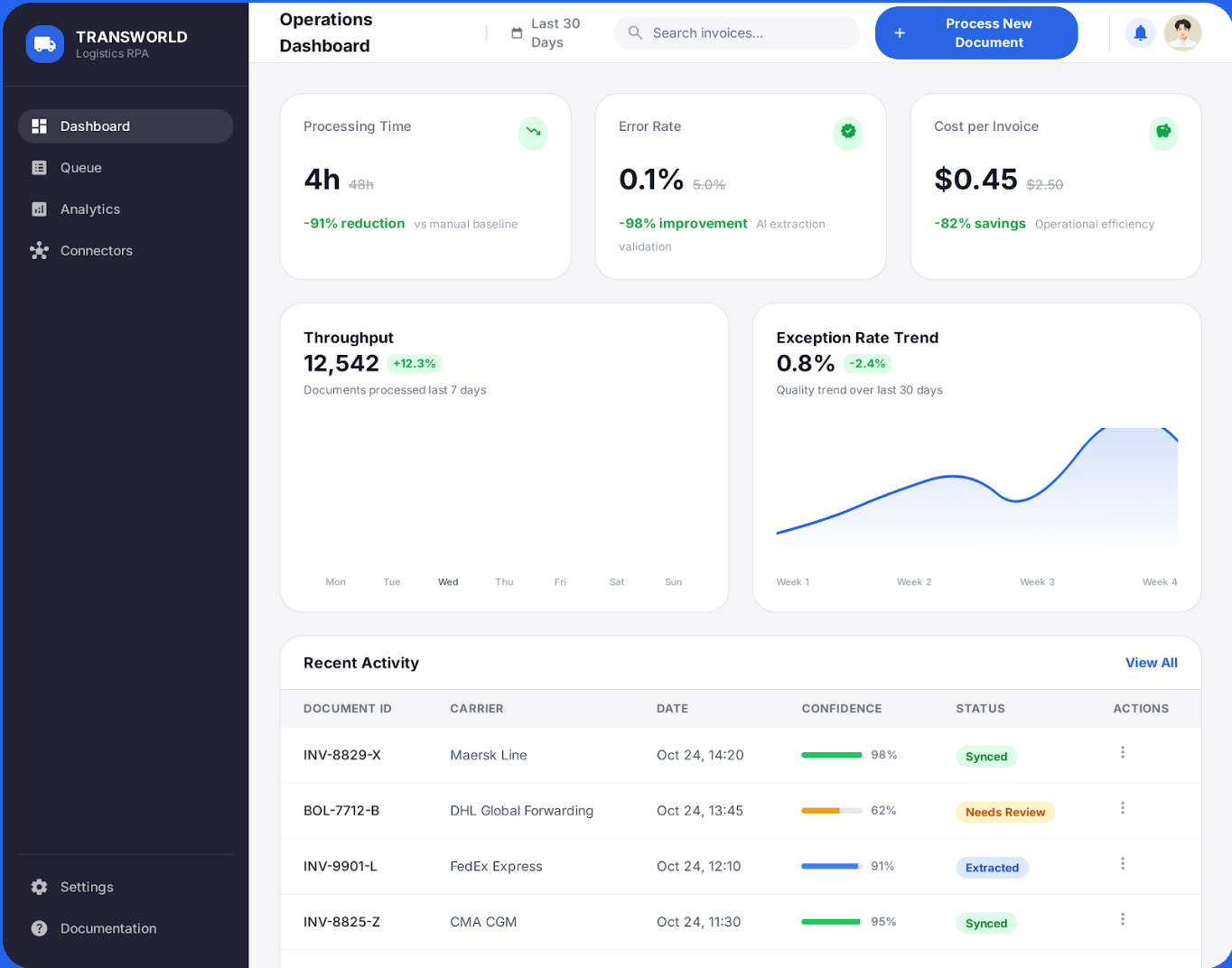


Case Study Report

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

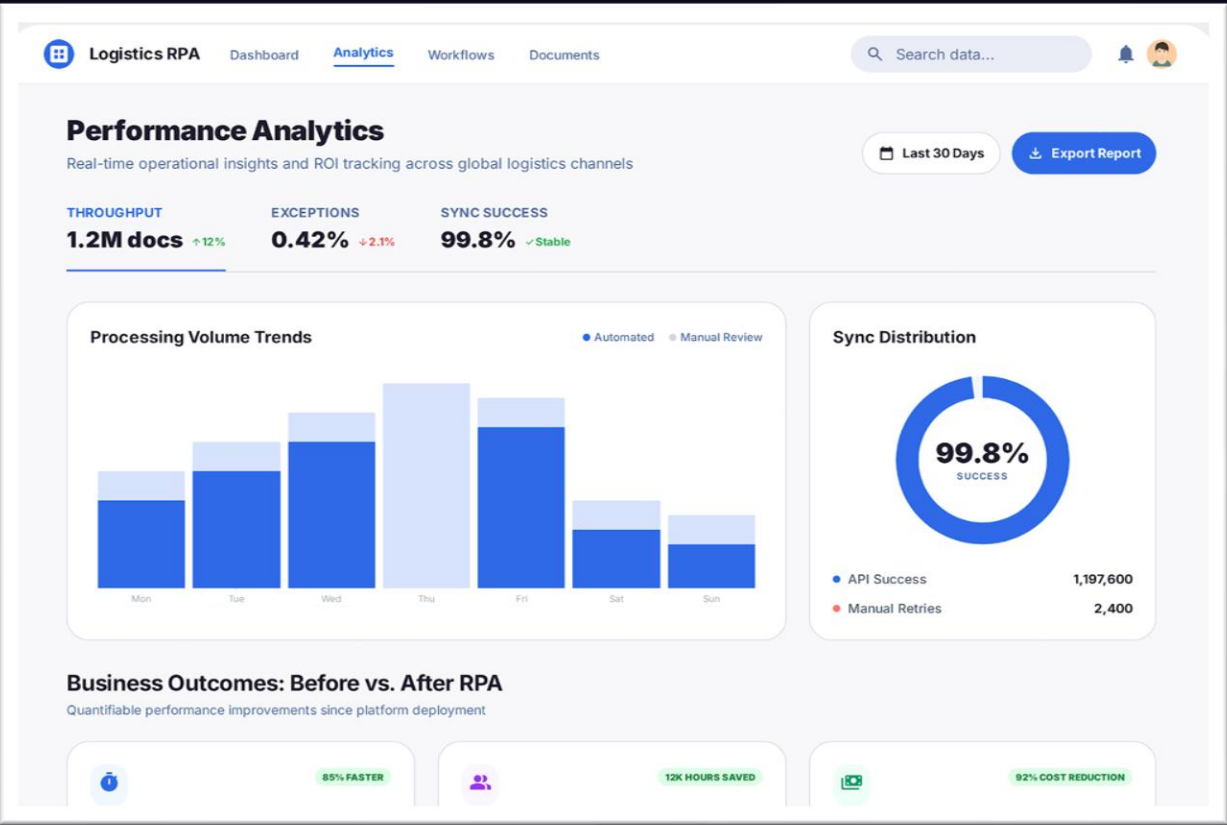
Logistics & Freight

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

 **TRANSWORLD**



Alex Rivera
Senior Analyst 

Home / Logistics RPA / Intake Queue

Invoice Intake Queue

Manage and process high-volume logistics document extraction tasks.

 Export JSON

 Assign Reviewer

TOTAL INBOUND
1,284
+12% from yesterday

NEEDS REVIEW
42
! 8 high priority

AVG. CONFIDENCE
94.2%

SLA COMPLIANCE
98.1%
Above target

All Invoices 128NewExtractedNeeds Review 42

Date: Oct 12 - Oct 19

Confidence Score: 0% 75%+

Bulk Actions:  

	DOC	VENDOR & ID	AMOUNT	CONFIDENCE	STATUS	OWNER	SLA	ACTIONS
☐		Maersk Logistics Services #INV-2023-0941	\$4,290.50	98.2%	EXTRACTED	JD John Doe	🕒 04:12:00	
☐		Global Port Authority #TX-88219-B	\$12,800.00	64.5%	NEEDS REVIEW	Unassigned	! 00:24:15	
☐		DHL Express Int. #DHL-Q4-002	\$842.20	99.9%	NEW	AR Alex R.	🕒 07:55:10	

Showing 1-10 of 128 results

<

1

2

3

...

13

>

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[API Status](#) [Documentation](#) [Security](#)



Goals & Success Metrics

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

Automation rate

70–85%

Docs processed end-to-end

Extraction accuracy

≥ 95%

After validation rules

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

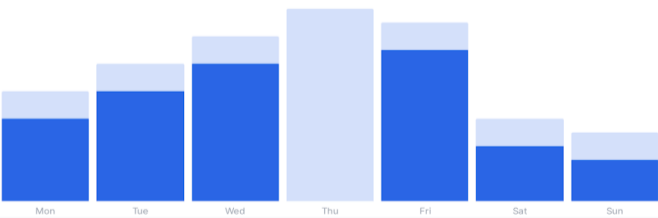
0.42% ↓ 2.1%

SYNC SUCCESS

99.8% ✓ Stable

Processing Volume Trends

Automated Manual Review



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

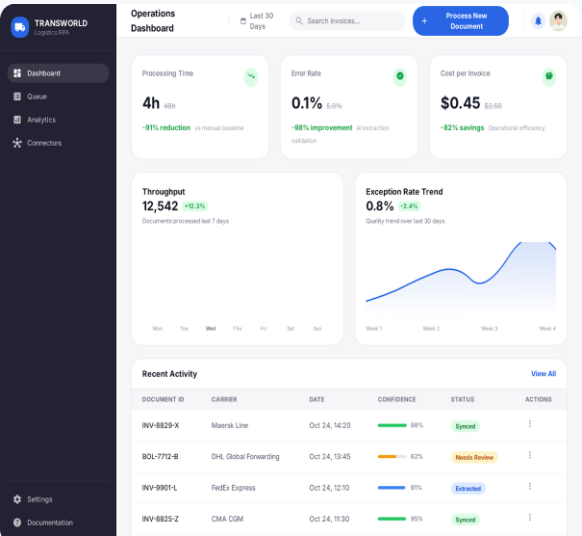
Dashboards track throughput, accuracy, exception trends, and SLA performance. Audit logs and alerts capture every change and escalate issues in real time.

Product Walkthrough

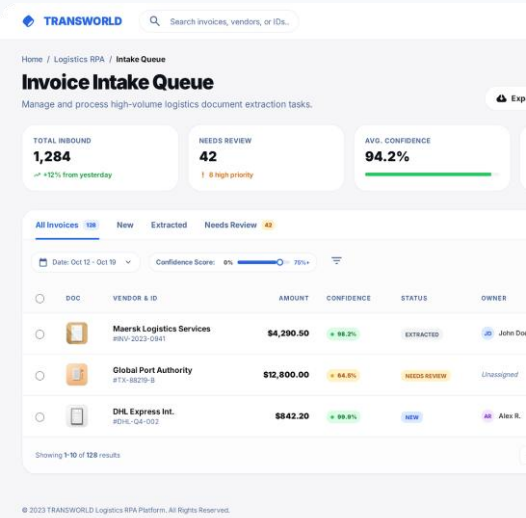
Screens show how teams ingest, review, validate, and approve documents that's its correct and not false information or values int it . The workflow keeps exceptions focused and ensures every change is tracked.

Representative screens from the solution:

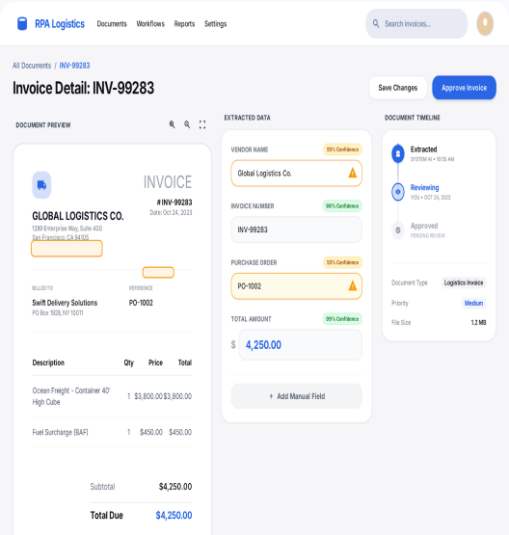
Dashboard



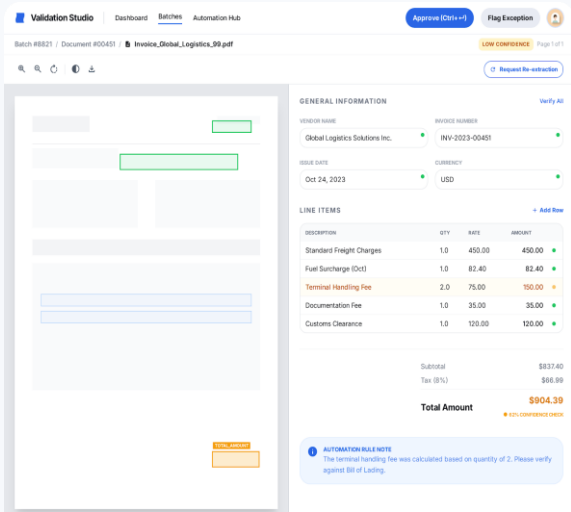
Invoice Intake Queue



Extraction Details



Validation Studio



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

Needs Review (42) Processed Flagged Sorted by: Lowest Confidence				
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	



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

- 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.

[illegible][illegible]

Integrations, Security & Governance

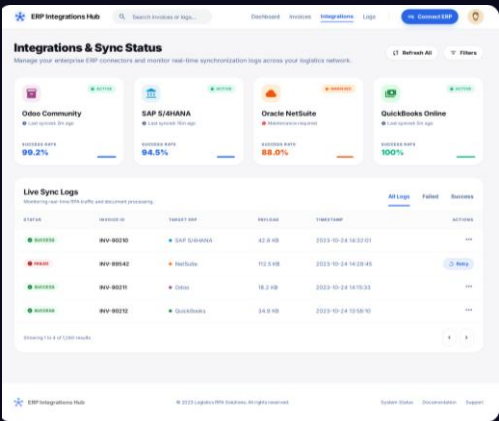


The solution connects intake channels to downstream ERP handoff. Role-based access, immutable logs, and approvals support compliance and faster dispute resolution. Built in visibility across status, owners, SLAs, and exceptions keep workflows controlled end-to-end

Designed for finance-grade controls and auditability:

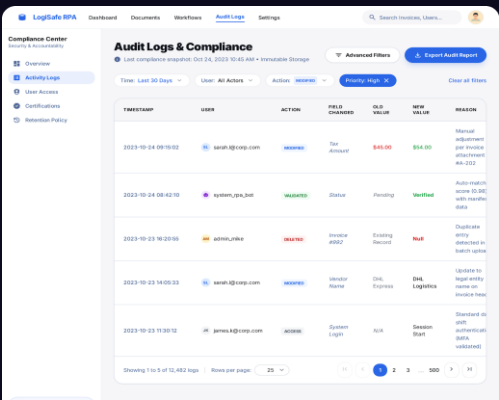
ERP / AP Integrations

- 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



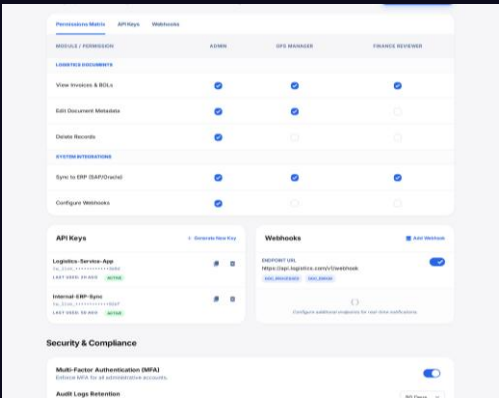
Audit Logs & Compliance

- 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

3.5×

Faster turnaround

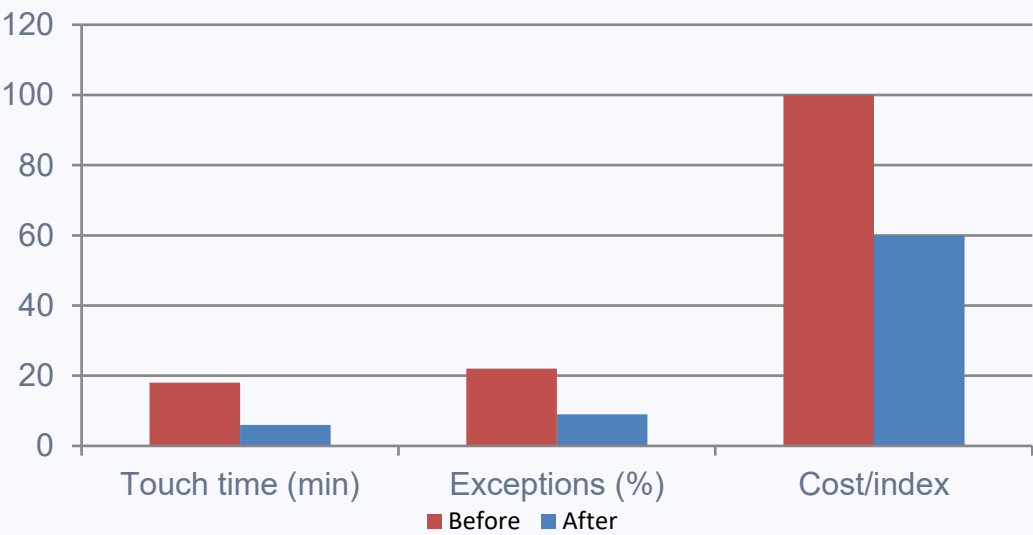
80%

Auto-processing rate

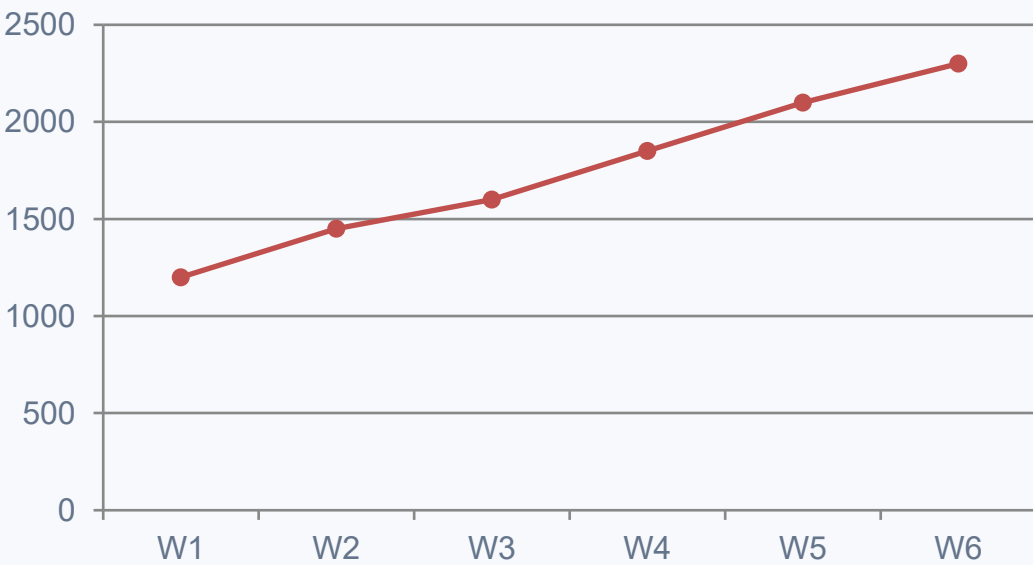
95%+

Field accuracy

Before vs. After



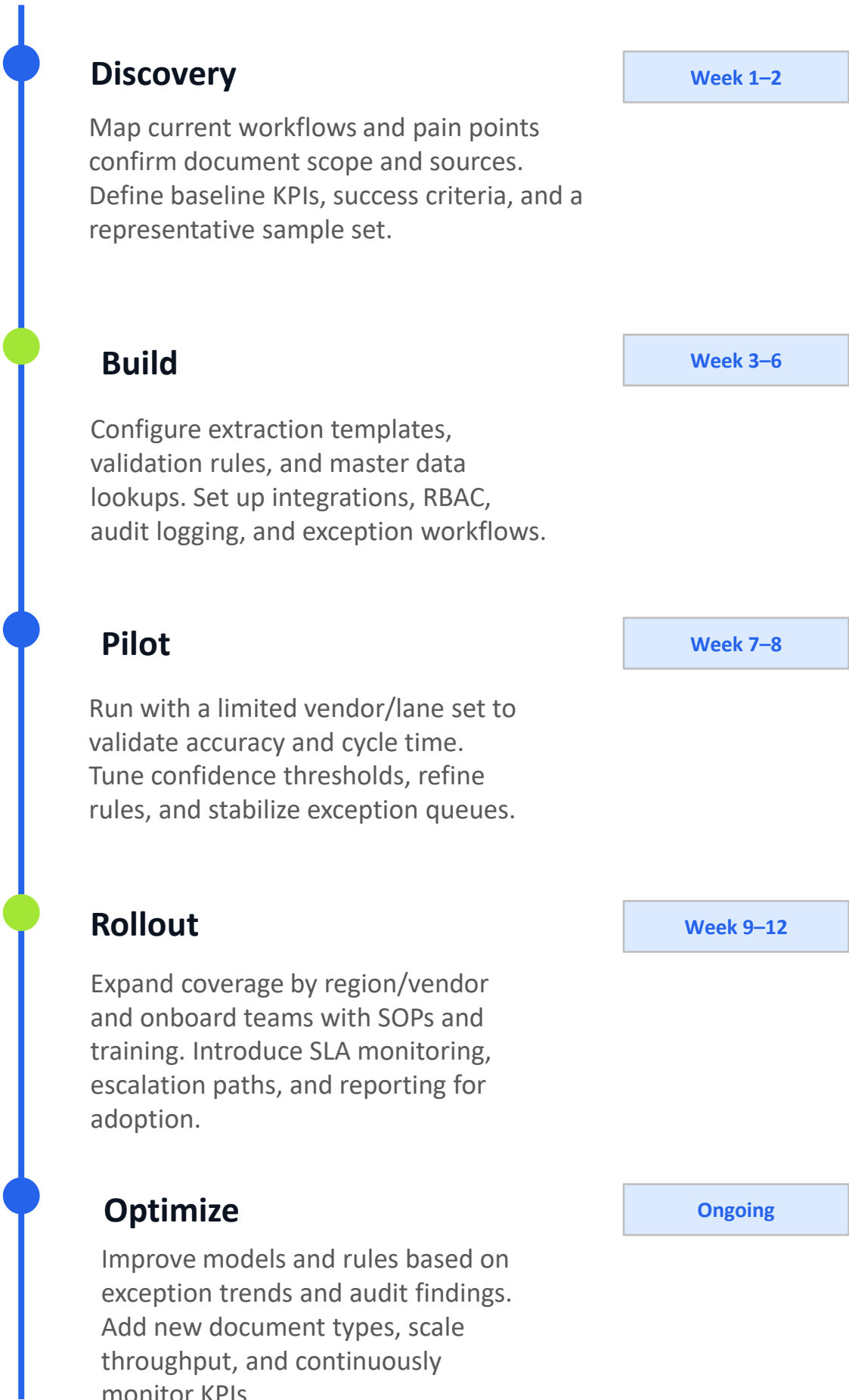
Throughput trend (weekly)





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:



Good firms
★★★★★



Design Rush
★★★★★



Clutch
★★★★★



Selected Firms
★★★★★

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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