

CODA



"Low code innovation, quick delivery and huge savings for Coda."

Wayne Bloem
GM Digital

RICOH
imagine. change.

Customer Story

ENHANCING SPEED AND EFFICIENCY FOR CODA

Coda is an innovative logistics company that enables end-to-end cargo flows within the supply chain, from import through to delivery for major retailers in New Zealand.

CODA'S GOALS

- Automate the capturing and processing of shipping container manifests.
- Increase the speed and accuracy of data captured into their Warehouse Management System (WMS)
- Achieve overall cost savings for the business.

PROJECT OUTCOMES

Automated system integration

Manifests received via email from shipping companies are processed automatically day and night, without user intervention, avoiding processing bottlenecks.

Reduced cargo handling time

When containers are opened at a warehouse, the contents have already been processed by the WMS into pallets, ready for immediate put away.

Improved productivity

Team members are freed from the mundane tasks of data capture, to focus on higher-value work. Data capture errors have been eliminated, allowing team members to focus only on true exceptions.

PRODUCT/SOLUTION

Robotic Process Automation using Microsoft's Power Automate. Microsoft Azure Windows Virtual Machine for quick and flexible virtual computing solutions and Microsoft 365 for leveraging Outlook and Excel.

CHALLENGES FACED

The previous manual capture of shipping manifests was time consuming and tedious, leading to data capture errors by users.

Staff were unable to process shipping manifests until containers were opened. The unloading of containers could not commence until the correct documentation was found and captured into the WMS system.

Incorrect product code alignment with customer retail systems were only discovered upon opening the containers. These needed to be corrected before proceeding further in the process, adding to the unloading delays. In other words, the process wasn't doing what it was meant to do.

HOW DID WE HELP?

The overall process, especially within the data capture system, needed to be time-efficient and error-free. This could be achieved by automating the tasks that required no human intervention using Robotic Process Automation (RPA).

Simplifying Complexity

We identified Microsoft Power Automate to be the best RPA tool for this implementation. Power Automate is part of the Microsoft Power Platform suite, so it integrates easily into many customers IT infrastructure, leveraging existing applications.

To deliver an automated process that accurately replaced the manual one, we worked with Coda to understand not just how the process was implemented but also why it was implemented. This ensured that our design catered for the desired results. Coda had an in-depth understanding of their current processes which sped up the redistribution of the processes into the Microsoft platform.

"The supply chain industry is full of manual processes. This makes it ripe for digital innovation. This is exactly what Ricoh did. They looked at a processes and said, "we can automate that". Not only did they automate the process, they applied enterprise thinking across it with monitoring failures built in and improvements to our overall customer data quality."

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GM Digital



THE OUTCOME

The RPA delivered value from the day it went live – it improved the speed of processing and enhanced accuracy. RPA works on a 'Quality data in, quality data out' basis. This means the data is consistent through the duration and eliminates errors that can creep in during human processes. IT also reduces the amount of time spent correcting errors and improves the throughput of the process, speeding up delivery.

This improved process helped the team with a **recovery worth \$150,000 from a major retailer within a month of go live!**

Successful deployment of this solution helped the Coda team realise the potential that Ricoh could bring in solving similar business challenges.

MICROSOFT POWER AUTOMATE

As one of the four pillars of the Power Platform, Power Automate enables the automation of tedious, repetitive tasks. This increases the speed of transaction processing without sacrificing accuracy and frees up workers to perform higher-value tasks.

By using Power Automate as part of a larger business process automation strategy, software "robots" can easily be configured to trigger responses, manipulate data, and communicate with other digital systems.

AZURE WINDOWS VIRTUAL MACHINE

Microsoft Azure provides a flexible hosting platform for virtual machines. A virtual machine is a computer file, typically called an image, that works like a real computer. It can run in a window as a separate computing environment, or function as the user's entire computer experience commonly found on work computers.

INNOVATION WITH RICOH

We offer solutions to automate virtually any business process within an organisation, dramatically improving productivity, reducing errors and organising data.

We cover all the steps from start to finish - helping businesses with consulting, customisation, implementation, support and maintenance.

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Products featured in this case study:

[Robotic Process Automation](#)

[Microsoft Power Automate](#)

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