AI Proof-of-Delivery Automation App

Implementation Partner: Mokxa Technologies | Customer: NFPC (National Food Products Company)

ABOUT PARTNER

Mokxa Technologies is a global business solutions provider focused on delivering peace of mind to its clients by simplifying enterprise IT.

Powered by hybrid thinking and deep technology expertise, Mokxa specializes in providing CIO services, futuristic platforms, enterprise architecture, and enterprise risk assurance to industries like healthcare, BFSI, manufacturing, and more.

CUSTOMER AT A GLANCE

NFPC (National Food Products Company), is one of the premier food and beverage (F&B) companies in the Middle East.

Headquartered in Dubai and founded in 1971, NFPC has more than 4,500 employees spanning across the UAE and the region.

The company exports to over 40 countries in the Middle East, Africa and Asia, with the focus on GCC and LEVANT.

Industry: Manufacturing

Firm Size: 1,001-5,000 employees

Country: Dubai

CHALLENGES

A proof-of-delivery (POD) document serves as an acknowledgement for each successful order delivery and invoicing purposes. NFPC has always had issues with missing 'Delivery Notes (DNs)' and 'Seals on DNs,' which resulted in:

- Frequent delivery conflicts between NFPC and its customers
- Slow invoicing and subsequent delayed payments
- Additional resources spent on tracing, documenting, and manually maintaining POD records on paper, substantial risk of losing important data over time
- Minimal oversight and transparency to manage Service Level Agreement (SLA) breaches between NFPC and its customers

SOLUTION

Built on Joget and integrated with its AI-ready TensorFlow plugin, the AI Proof-of-Delivery Automation App provides NFPC with a single ecosystem to effectively communicate all POD-related information with its customers.

This modernized approach with a high processing load enables them to process up to 5000 DNs per day and simplify the existing POD-discrepancy management process. The solution reduced the stress of dealing with missing documents issues, improved POD transparency, and ensured a smooth customer invoicing cycle.

RESULTS

☑ Integrated seamlessly with NFPC’s legacy ERP database and eventually used OCR technology to sort, match, and validate critical business information on all POD and invoice documents from the Document Management System

☑ An automated control mechanism highlights missing POD documents (DNs/Seals on DNs) on all invoices and Statement of Account (SOA) documents. Document transparency was improved, allowing NFPC to effectively communicate all POD-related issues with its customers

☑ The dashboard holistically presents all related POD data in a comprehensive and graphical form-factor, enabling NFPC to download customizable reports in multiple formats for timely data retrieval and analysis

☑ Set up a permission-controlled environment that only provides each business user with information access that they are authorized to view. Each business user has access only to customer information that is assigned to them

☑ Integrated with MS Office 365 through Active Directory integration, enabling NFPC to sign in to the app with their MS Office login credential

☑ This enhanced data security and reduced overall application maintenance costs. NFPC can now communicate with its customers in real-time using the new chat functionality