

CASE STUDY

How FM Logistic accelerated invoicing with instant proof of delivery

A logistics company with worldwide operations transformed its invoicing with AODocs. FM Logistic cut proof of delivery times from weeks to minutes – or even shorter. By automating workflows and boosting document control, it eliminated operational inefficiencies and enhanced customer satisfaction. The company's Urban & Customer Experience Director, Julien Bremard, explains how the third-generation DMS drove efficiency and excellence in global supply chain management.

Challenges

Scattered documents => Delays, inefficiencies and elevated costs

FM Logistic, a global leader in supply chain solutions, faced significant challenges managing critical logistics documentation. Business-critical documents were scattered across disparate systems, causing delays in accessibility and delivery. This disorganization disrupted workflows, slowed operations and caused the company to incur costly penalties and fines.

Manual workflows => Missed expectations

Reliance on manual processes further compounded inefficiencies. Generating and delivering customer-facing documents became time-consuming, making it harder to meet customer expectations.

Solutions

Centralized and automated processes

AODocs introduced a centralized document management platform, revolutionizing FM Logistic's approach to handling critical documentation. The system automated key workflows, eliminating manual inefficiencies and streamlining processes across teams.

Enhanced visibility and control

With AODocs, FM Logistic gained unparalleled visibility and control over document handling. Documents became accessible, accurate, and securely managed, ensuring timely delivery to customers while maintaining data integrity.

Wins and Results



Proof of delivery and invoicing: from weeks to minutes

Using AODocs cut FM Logistic document delivery times from weeks or days to minutes. This rapid turnaround elevated the company's ability to meet and exceed customer expectations - and accelerated the issuance of invoices. It also meant improved financials, as penalties and fines for delays were eliminated.



Boosted efficiency and collaboration

FM Logistic improved operational efficiency across teams and departments by automating workflows and centralising document management. The streamlined processes fostered better communication and collaboration.



Great customer satisfaction

The faster, more reliable document handling enabled FM Logistic to deliver exceptional service, solidifying its reputation for excellence in global logistics operations.

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The most impressive quantifiable result is the drastic reduction in the time it takes to provide up-to-date documentation to our customers through our portal. We've gone from taking days—sometimes even weeks—to deliver proof of deliveries to just a few minutes.

Julien Bremard,
Urban & Customer Experience Director
FM Logistic



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