



Driving the Future of **Logistics with RPA**

The Power Automate Solution streamlined repetitive tasks and manual processes to automate shipment tracking and processing.

Project Overview

In a dynamic market, efficiency of business processes becomes the defining factor between profit and loss. Our client faced difficulty in tracking and managing the status of shipments. Legacy systems and manual processes were cumbersome, time-consuming, and prone to errors, leading to inaccuracies and productivity losses. We envisaged a solution that leverages Microsoft Power Automate to track worldwide shipment details in real-time. The solution maintained within the SharePoint environment analyses shipment and order data for reporting and analytics.



Client Profile

The client is one of the world's leading development, technology, and consultation service providers to the international engineering industry. They specialize in design, development, and method competencies in areas such as vehicle body, powertrain, and chassis.

"Forrester's 'Total Economic Impact Study' predicts Power Automate with Power Apps enables businesses to gain ROI of 362% over three years with 15% of the average improvement in business process efficiencies in the third year."

Business Requirement

The client required a solution to improve visibility, efficiency, quality of service, and profitability by tracking lifecycle of shipments.

- ◆ Tracking: Manual tracking of orders from multiple carriers such as TNT, DPD, FedEx, and DHL. Administrative staff had to visit each site separately and populate data manually. The process involved sifting through large volumes of emails.
- ◆ User Alerts: Users did not receive alerts regarding specific items in transit. It was difficult to track changes in the tracking status. Users had to visit the carrier's website periodically to check the status of consignments.

Our Solution

We developed a custom solution using Power Automate that tracks shipment status details within the SharePoint Online environment and notifies end-users in a timely manner.

- ◆ A solution to track shipment from carrier websites
- ◆ Power Automate for configuring email notification, setting up SMS gateway Nexmo, and scheduling timer job
- ◆ Azure WebJobs for implementing timer job
- ◆ Microsoft Teams for collaboration

Tracking is enabled by integrating with a third-party API called TrackingMore. Azure WebJobs was used to fetch data on status of shipments listed on the system and update the same on the SharePoint portal. It allows users to select shipments and fetch specific details as required. WebJobs are triggered with the help of Power Automate integrated with the SharePoint Portal.

User notifications are developed in Power Automate and integrated with an SMS gateway, Nexmo. Once the shipment details are updated by WebJobs, Power Automate triggers SMS and email notifications to targeted users.

Key Features

- ◆ Automated tracking of shipments within SharePoint
- ◆ Track shipments from over 500 logistics carriers such as DHL, FedEx, TNT, and DPD
- ◆ Custom scheduler-based timer job
- ◆ Customizable SMS and email notifications



Technologies



Microsoft
SharePoint Online



Microsoft
Power Automate



Azure
WebJobs



Microsoft
Teams

Business Benefits

- ◆ Track shipments worldwide and automate shipment processing cycle from start-to-finish
- ◆ Effortless tracking of shipments with 24X7 visibility into the shipping lifecycle
- ◆ Minimal error rate with reduced manual intervention
- ◆ Timely user notifications via SMS and email
- ◆ Completely web-based with no additional hardware cost



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