

CASE STUDY



Redwood Logistics Boosts Business Volume while Maintaining Steady Labor Costs.

Prior to its acquisition by Redwood Logistics, LTX Solutions wanted to meet increasing demand for its logistics services while maintaining steady costs. The company implemented Kofax RPA™ software robots to automate tracking and auditing, enabling it to triple order volume while keeping costs level.

10,000
ORDERS PROCESSED A MONTH

3X
GROWTH IN BUSINESS VOLUME SINCE
ADOPTING KOFAX RPA

12
EMPLOYEES MANAGE EXPANDED
BUSINESS OPERATIONS

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ABOUT REDWOOD LOGISTICS

WWW.REDWOODLOGISTICS.COM

Founded in 2001, Redwood Logistics is an innovative logistics company consisting of Top-15 North American multimodal brokerage powered by digital freight matching technology, a flexible freight management platform, and a team of supply chain technology implementation and integration experts. In 2019, Redwood Logistics acquired LTX Solutions, an innovative supply chain solutions provider based in Atlanta, GA, specializing in less-than-truckload (LTL) transport.

PRODUCTS IN USE

Kofax RPA™

FOCUS

Robotic Process Automation, Data Collection/Data Mining/Data Extraction, Desktop Automation, Order Processing, Invoice Processing, Web Data Extraction

CHALLENGE

Prior to its acquisition by Redwood Logistics, LTX Solutions was fulfilling around 3,000 orders per month with a team of just 12 employees, specializing in less-than-truckload (LTL) deliveries across the USA. As customer demand steadily increased, the company wanted to find a way to scale up its operations without increasing costs.

At that time, tracking and auditing were handled manually, and employees would then individually relay updates to customers. As the business continued to grow, LTX Solutions determined that it would need hire at least five more people just to complete this follow-up work.

Andrew Gleason, Vice President of Business Development at Redwood Logistics, said: "Logistics companies act as mediators between haulage operators and business clients, so tracking and auditing deliveries are two of the most important processes we handle.

"We were eager to streamline routine processes, while also maintaining current staffing levels. It became clear that robotic process automation (RPA) could help us with our scalability challenges, and we began exploring the leading technical solutions on the market."

"Kofax RPA transformed our business. It eliminated a lot of time-consuming manual work in a very short space of time, and our internal users are grateful that they don't have to do so much paper-chasing."

Andrew Gleason, Vice President of Business Development, Redwood Logistics



SOLUTION

To drive greater efficiencies, LTX Solutions implemented Kofax RPA™ smart software robots to automate key business processes. The company was particularly impressed with the flexibility of the Kofax solution, and the speed at which individual robots could be deployed.

"We sat down with the team from Kofax, and within two hours we had a working robot," said Andrew Gleason. "They walked us through the whole process of building one from the templates, and we were amazed by just how simple it was. Before we knew it, we had automated our entire tracking process, in less time than it would normally take to process orders for one day."

Following this initial success, LTX Solutions quickly expanded its use of RPA—indeed, the company's innovative use of technology was a factor in its acquisition by Redwood Logistics. Today, there are 60 Kofax RPA smart software robots inherited from LTX Solutions and in use within Redwood Logistics, and the company plans to extend the solution across its broader business.

"Kofax RPA transformed our business," said Andrew Gleason. "It eliminated a lot of time-consuming manual work in a very short space of time, and our internal users are grateful that they don't have to do so much paper-chasing. Employees can now concentrate on talking to customers, making sales, and liaising with clients and partners directly—work that delivers real value for us and for our customers. Kofax RPA was so simple for our staff to get to grips with that it quickly become part of their normal routine."

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For tracking, Kofax RPA captures information from carriers' websites on location, progress, delivery milestones and more. Redwood Logistics then processes this information, transforms it into ETAs, and updates customers on when they can expect their deliveries—avoiding the need to rely on the frequently inaccurate ETAs supplied by the carriers themselves.

RESULTS

Supported by Kofax RPA, LTX Solutions was able to triple order volumes while keeping staffing costs steady.

"We used to process 3,000 orders a month, now it's over 10,000," said Andrew Gleason. "That's a 300% growth in business volume for what was the LTX Solutions part of the business since implementing Kofax RPA, and we did it without needing to hire any new people. We estimate that we saved the equivalent of three or four FTEs by adopting Kofax RPA, and achieved full ROI for our investment in the technology within just nine months."

He added: "Kofax RPA interacts seamlessly with all our business applications, which helped us quickly capitalize on our investment."

Prior to its acquisition by Redwood Logistics, LTX Solutions automated the majority of its tracking and auditing processes, allowing employees to focus on activities that add more value to customers.

"The tracking process runs almost automatically now," explained Andrew Gleason. "We still have people check on things once in a while to ensure the RPA system is functioning well, but otherwise the system just runs, and our customers get live updates on the ETAs of their orders much faster than when we were performing those tasks manually."

"The auditing process is much faster as well. Instead of having to manually check each invoice for anomalies or surcharges, the Kofax robots automatically flag discrepancies, and our accounts department can then handle them directly. That means we can resolve any ambiguities or extra charges more quickly, so our customers receive accurate bills more rapidly than was previously possible."

He concluded: "With Kofax RPA, we are well on the road to long-term expansion at sustainable staffing levels. As we roll out the solution to other parts of the Redwood Logistics business, we anticipate even greater benefits to come."

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