

BUILDING COMPETITIVE ADVANTAGE IN RHENUS LOGISTICS THROUGH THE AUTOMATION OF SHIPPING PROCESSES

12B is a technology company specializing in the creation of advanced AI solutions that automate key business processes, increasing efficiency and minimizing errors through customized robots tailored for companies worldwide.

Rhenus Logistics is an international logistics service provider that supports supply chains across various industries through its global reach and tailored solutions. It offers future-ready support in areas such as contract logistics, warehousing, outsourcing, planning, and customs clearance.

Project Objective

Rhenus employees were managing over **5,000 emails** per month regarding order and quote changes. Each of these emails had to be analyzed, and relevant information entered into the system, which was time-consuming and particularly prone to errors and delays.

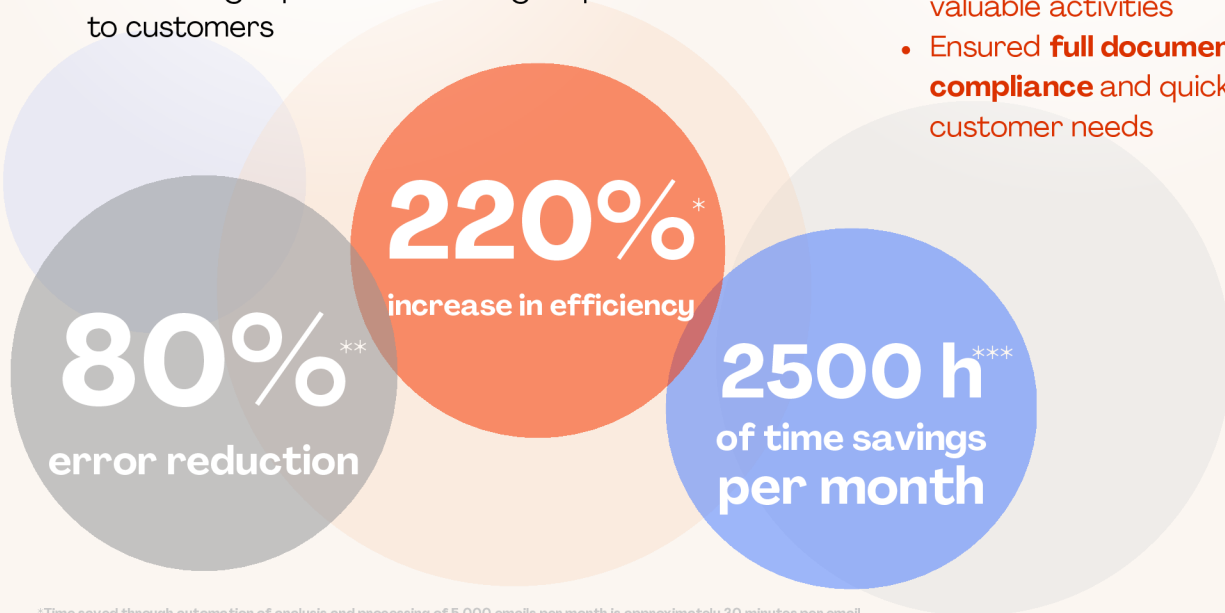
Solution

The **AI-based robot** from 12B automates key logistical tasks that previously required manual work

- Analyzing up to 16,000 invoices per month
- Extracting data and posting invoices
- Updating orders and quotes in the system
- Generating reports and sending responses to customers

Benefits

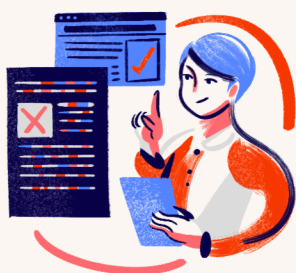
- Significant **reduction in work time** and **error rates** through process automation
- **Real-time** updates of orders and quotes
- **Optimized human resources** by delegating routine tasks to the robot, allowing employees to engage in more valuable activities
- Ensured **full documentation compliance** and quick response to customer needs



*Time saved through automation of analysis and processing of 5,000 emails per month is approximately 30 minutes per email.
**Standard error reduction in automation processes using AI is around 80%.
***Robot processes 16,000 emails per month instead of the 5,000 handled by employees, increasing efficiency by more than three times.

How does the robot work?

The implementation of tools like **ChatGPT** and **Microsoft Copilot** enables the robot to not only analyze orders but also automatically make changes to offers. Integration with **Excel** and **email systems** allows the robot to search for and update information in various formats, as well as quickly generate responses for customers.



Personalization and Flexibility

Each solution is **individually** tailored to the unique needs of the client.

Why is it worth choosing 12B's offer?

- Customized Solutions Tailored to Client Needs
- Optimization of Operational Costs
- Increased System Efficiency
- Improved Control Over Business Processes
- Error Reduction
- Automation Enables Shifting Employees to More Valuable Tasks
- Enhanced Customer Service
- Real-Time Data Access

Contact us to see how our solutions can add value to your business.
Let automation work for you!