CUSTOMER SUCCESS STORY

Industry

Logistics

Location

Greece, Europe

Product

Comidor v5.8

Decision Maker Testimonial

ΜΑΚΙΟΣ ΘΡΑΣΥΒΟΥΛΟΣ

"Comidor enables us to run Business Processes digitally and collaborate seamlessly, assuring continuous improvement of our services."

Thrasyvoulos Th. Makios,

Deputy CEO

Business Needs

MAKIOS LOGISTICS is a leading logistics service provider in Greece with services provided in all the Balkans and ranging from handling single pieces and boxes to pallets and containers. The executives' expertise provides a solution to every logistics problem customers face and guarantees the best handling of their products.

☑ Replace email and phone calls with a BPM solution

☑ Monitor and trace the stage of each process in real-time, from any device

☑ Assign the workflows with secure team or user access rights

☑ Automate well-structured and repetitive processes

☑ Manage unstructured processes in a collaborative environment and identify process bottlenecks

☑ Integrate seamlessly with Exchange server for email and task notifications

Comidor SA., the solution provider of Comidor Platform, powered by Enterprise Low-Code BPM, RPA and AI/ML, enables businesses to achieve continuous growth and improvement through evidence-based, agile, digital transformation and automation.

Business Challenge

Managing thousands of logistical processes per month and having more than five remote departments, made it impossible for our client to support their growing business, without **a BPM solution** that has strong process **automation functionalities**. More than **4,500 emails** were being exchanged each month with clients, forcing employees to track the progress of customer transactions manually via phone calls and emails. As a result, the business needed a remote **process automation and workflow management tool** to monitor critical information flow, give transparency to the entire process and provide a built-in communication facility.
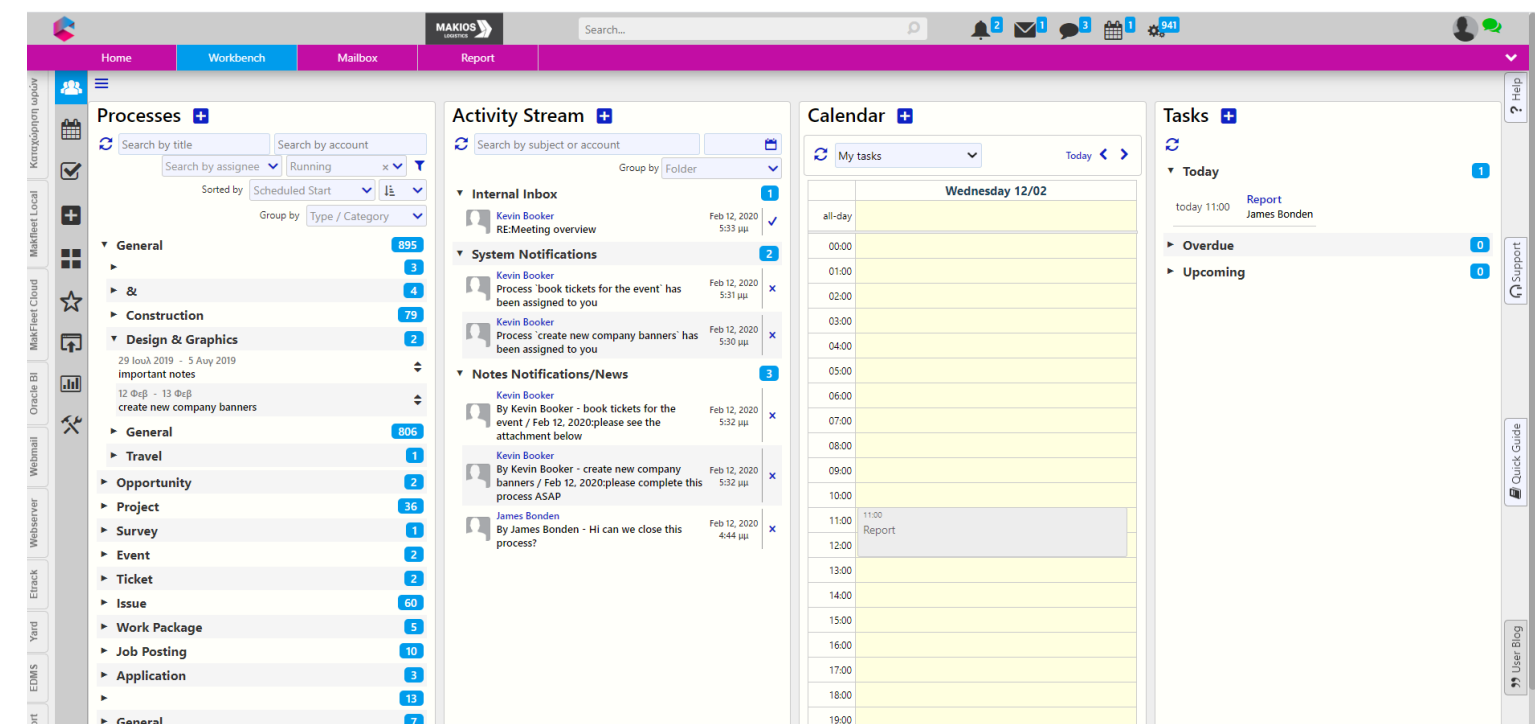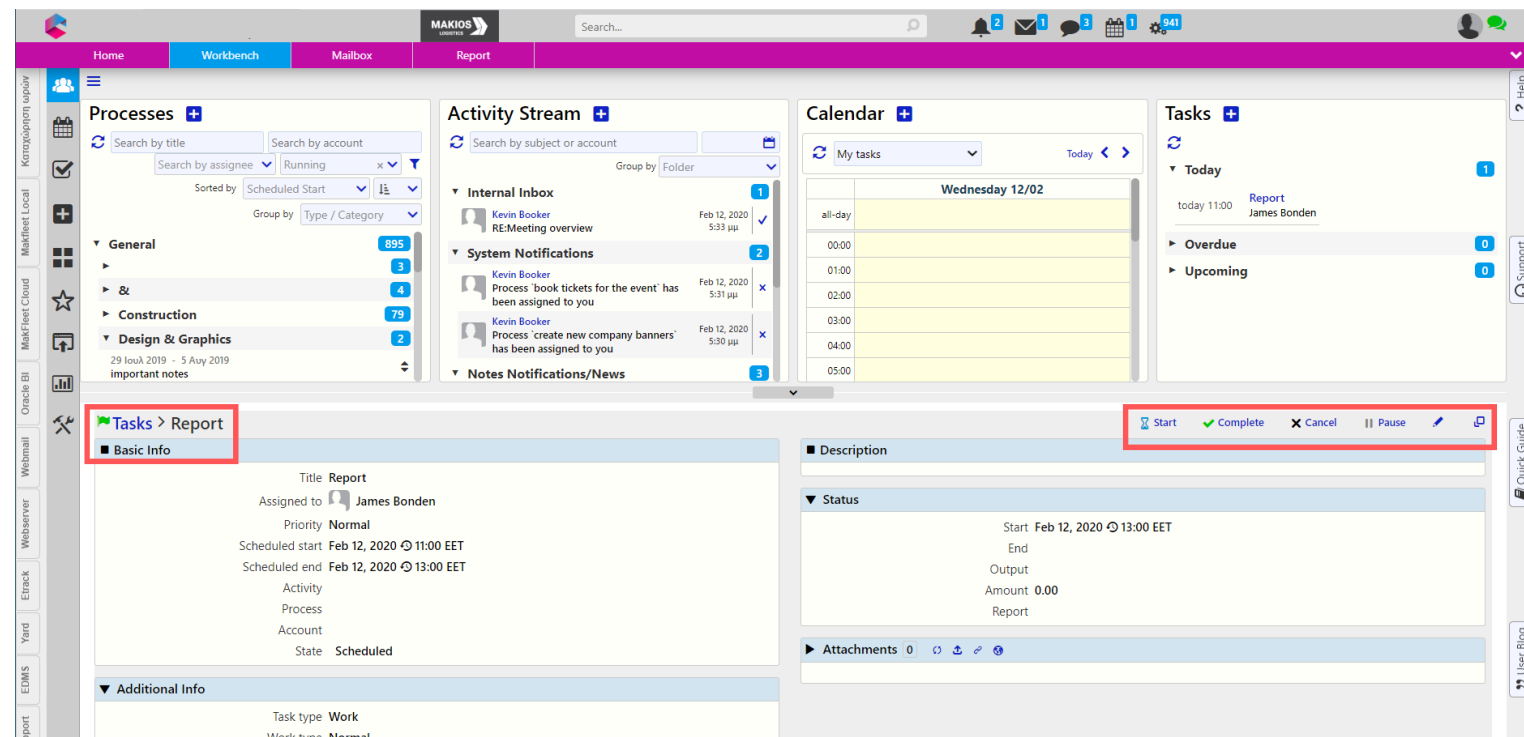
The Comidor Solution

☑ A **cloud-based flexible case management platform** that can run manually-driven processes, automatically scheduled processes, and a workflow for well-structured processes.

☑ All the necessary information and the steps to follow for all the teams involved in each process are included in the solution.

☑ All the information pertinent to each case including files, emails, comments, and details of the team members involved is centralised, giving employees the chance to work intelligently at any time, on any device, and from anywhere in the world.

☑ All the users in the organisation are given access to the application, allowing instant communication with everyone else either directly through the Comidor chat/video conferencing features, or via group messages and comments in discussion boards below each process.

☑ Using the Comidor Workbench, users can track all active process updates through one single point.

☑ Automatic updates are sent to the relevant people in any process without any delays.

☑ Users can view and control the status of each process at any step, and make any necessary adjustments.

☑ New cases can be created quickly on receipt of a customer email.

☑ Users benefit from event-based process creation, repetitive process scheduling, role-based process templates.

Our Remarkable Results

60%
fewer emails at the end of the first year

More than
5000
process instances created each month

40%
reduced learning curve of new employees' adaptation to the processes

More than
150
daily and monthly repetitive processes produced by the system, and **15** fully automated processes used by more than
100 users

💡 A dramatic reduction in the overall amount of email traffic

💡 Ability to forecast process duration or task time consumption based on KPIS and historical trends

💡 Better reporting using dashboards and intelligent notification/ escalation system

💡 A central hub for information storage and sharing among employees

💡 Faster decision making and improved customer satisfaction

COMIDOR LOW-CODE AUTOMATION PLATFORM

LOW-CODE AND HYPERAUTOMATION FOR FAST CHANGING BUSINESSES

comidor

Build powerful apps

Connect to anything

Automate and scale

Interested in what we do?

Contact us

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