



# Suma Soft BPM & Technology Services for Logistics and Supply Chain



## Overview:

For more than 15 years, Suma Soft has been a pioneer in delivering reliable, scalable and cost effective Business Process Outsourcing Management (BPM) and Technology Solutions to leading global Logistics and Supply Chain companies. Our services also extend to Transportation & Trucking, Airline Shipping , Cargo & Freight, Warehouse Logistics and other Supply Chain players.

With an understanding of best practices and benchmarks in Logistics and Supply chain services, Suma Soft provides high quality outsourced BPM services and software development. Our team of Technology experts help in designing, developing, migrating and maintaining Logistics and Distribution applications for our clients. BPM Logistics services by Suma Soft deliver best quality centralized backoffice support for national and international logistics companies.

*Our services have helped clients accelerate billing process, manage their AR / AP processes, improve cash flow and reduce costs significantly*

## Client Testimonial:

“Suma Soft Team goes above and beyond to cater to our business processes. My confidence in the Suma Soft team, to make the right decisions and take the proper initiative when solving problems and implementing new processes for us has yet to be matched by any other business partner internal or external.”

*AP Head*

*Leading 3PL Logistics Company*

## Detailed Logistic Services

### I. BPM Services for Logistics & Shipping



#### Track and Trace Shipment

Suma Soft tracks and traces the shipment through calls, emails, and others with the help of a Track and Tracet Team(TNT) that conducts the processes within a strict SLA of few hours.



#### Document Posting

We receive shipment related document from carriers and post them to loads under document posting. These include Proof of Delivery (POD), Lumper receipts, Bill of Lading (BOL), EDI Exception, etc



#### Accounts Payable Documentation & Services :

Based on the client's requirement, we also provide an Accounts Payable document processing services managed by extensively trained associates within a strict SLA



#### EDI Exception, Exception Management and Cost Analysis:

We review, research and apply EDI transactions to load and conduct a cost analysis to suggest potential savings for various plans



#### Load Building, Customs and B3 Documentation:

We feed loads into client's system based on the requirement and the process is completed with customs documentation according to the information provided in the documents

## Case Study

Provided AP processing for leading 3PL Logistics provider processing thousands of documents daily. Our services helped the client meet their business goal of achieving better AP, AR and cash flow.



## II. Technology Solutions & Capabilities



### Shipping Portal Development

- Quoting: We provide a quick quote based on information such as, shipper and receiver postal codes, city, state and country with service and packaging (item) details.
- Rating: We validate and analyse the details such as, ship from and ship to data, domestic or international shipment, small package or LTL, etc. and provide appropriate rates from the carriers
- Shipping: This includes analysis of requirements such as rates, special services, carrier service and transit days, customs invoice (mandatory for International shipment) and generating shipping labels
- Tracking: We provide tracking information using track-it link of the carrier's website or directly through the system



### Mobile Application Development

To maximize mobility and convenience, we design and maintain mobile apps that can easily integrate with client's existing Logistics Portals



### Legacy Logistics Application Migration

We have expertise in design, development and implementation of web based platform to meet the needs of the business through a brief and secured migration process



### Open Source Platform

Our open source platform helps the clients with cost-effective, scalable and easy to maintain solutions that are supported with latest security updates

## Case Study

For a Leading US based Logistics Company with offices in 100s of countries, Suma Soft migrated Client's legacy AS400 application to a web based portal.

## Suma Soft's Value Proposition:

### ◆ Domain Excellence in the Logistics Sector

We are a 150 member team that makes it over 100+ man years of experience only in the Logistics & Supply Chain domain. This extends to LTL & TL domain expertise. We are a team of qualified professionals possessing a rich domain knowledge that helps us stay abreast of the latest trends and market requirements.

### ◆ Process and Workforce Management

At Suma Soft, we utilize a Workforce Management tool for all segments of shipping and logistics BPM practice and streamline processes effectively. This involves capturing the data from the customer, sorting, data processing, carrying on multi-tier quality checks and returning the compiled documents rapidly with the minimum turnaround time.

### ◆ Exceeding Customer Expectations

Rated as the most preferred vendor to work with USA logistics BPM services by Suma Soft are backed by process re-engineering that includes accurate use of technology and human intelligence. As a result, we deliver better operational results at reasonable cost.

## Business Benefits Delivered...



### Efficient BPM delivered

Logistics services by Suma Soft helps enterprises adopt agile and effective processes and employ tools to increase efficiency at reduced costs



### Outperform industry-specific SLAs:

Our capabilities help clients scale-up their operations by deploying flexible offshore resources to meet day-to-day processing needs and automating systems at reduced TAT.



### Technology meets Business Intelligence

With the help of advanced technology and human expertise, our technology support helps the client achieve accurate results at faster speed and reduced costs

## Case Study

For a Canada shipping and Logistics Company, Suma Soft established a dedicated off-shore software development, technical support, hosting support, customer service and monitoring services for their online shipping and logistics portal.

### Certificates

- Our operations are certified for ISO 9001:2008
- Quality management system and ISO 27001:2013 Information security management system.
- In addition to the above we have Payment Card Industry (PCI) data security standards (DSS) certification for our order processing platform.

# Suma Soft Fact File:



16+ Years of  
BPM Experience



ISO 27001:2013 Information Security  
System Management (ISMS) Certified



Indian Computer Emergency Response Team  
(CERT-In) Empanelled IT Security Auditor



Industry  
Verticals Catered to



ISO 9001:2008 Quality Management  
Systems (QMS) Certified



Standardisation Testing & Quality Certification (STQC)  
Empanelled Testing Company

## Global Clientele



## Contact Suma Soft

For more information on how Suma Soft can deliver superior services to your end-customers & maximize their satisfaction with your business, contact us today.

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