

# Making Technology Meet Expectations in Supply Chain

## Key challenge

Pre-pandemic, supply chain organizations were already struggling to see results from automation. Today, there are added disruptions of remote work, project re-starts, and the need for external support to get projects up and running. New research reveals a growing gap between technology investments and desired outcomes in supply chains—most notably in Logistics and Payments functions. How can this gap be closed? Start by taking a fresh look at processes, people, content, and experience, and adapt technology to improve it.

### Checking the pulse of digital transformation in Transportation & Logistics

77% said pandemic / remote work was the biggest disruption to their digital transformation journey

62% reported technology didn't work as intended or was never used

69% needed more external support to get projects up and running

↳ [ABBYY, 2021 Digital Transformation Survey: What's Next for Transportation and Logistics / Supply Chain?](#)

## Solution

For technology to be both well-adopted by users and have a transformative effect on Supply Chain logistics, it must be

- 1 targeted to specific outcomes;
- 2 easy to use without specialized knowledge; and
- 3 supportive of faster decision-making and straight-through processing.

A critical first step in ensuring ROI from digital technology is gaining clear insight into the way that processes perform.

ABBYY's Digital Intelligence approach starts with process mining to help you discover the behaviors that determine process performance. Next, it uses ready-to-go Intelligent Document Processing skills to transform and automate the most frequent process bottlenecks: invoice and shipping document processes.

## Discover the ABBYY difference in Supply Chain outcomes

### Ensure digitization efforts have a direct client benefit

- Monitor your onboarding process to identify areas for continuous improvements
- Automate document intake processes, including mobile ID capture, verification, and validation
- Reduce customer friction with simplified document capture and processing
- Unify communications across channels for more personalized customer experiences

### Reduce operational costs and increase straight-through processing

- Implement data-informed process improvements beyond incremental improvement
- Orchestrate work between people, systems, and robots
- Monitor, alert, and predict outcomes to better navigate the ups and downs of uncertainty
- Gain insights into process bottlenecks to proactively work to resolve them

### Seamlessly connect front, back, and middle office

- Optimize and accelerate compliance controls and systems to quickly respond to changing regulations
- Easily integrate with leading RPA, BPM, ECM
- Reduce human interpretation, error, and manual data input by automating key processes
- Simplify submission of trailing documents needed within the onboarding process

ABBYY helps Supply Chain organizations optimize shipping logistics and automate the processing of invoices and shipping documents. Our Digital Intelligence solutions ensure that technology accelerates your organization toward the achievement of its goals, now and in the future. Learn more at [abbyy.com/solutions/transportation](https://abbyy.com/solutions/transportation).



For more information, please visit [www.abbyy.com](https://www.abbyy.com)

If you have additional questions, contact your local ABBYY representative listed under [www.abbyy.com/contacts](https://www.abbyy.com/contacts).

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