Logistics

Your customers and third-party transporters expect you to handle change requests quickly and flawlessly—and to keep them in the loop. But customer service that still revolves around cumbersome phone processes are prone to errors, delays, high costs, and frustration for all parties. What you need are self-service applications that allow your customers to get real-time insights and transparency around their shipments. You need tools that automatically detect delays and missing shipments, and that communicate proactively with your customers. Root-cause analysis on all failed shipments with recommended corrective actions is key to making continuous improvements to your operations.

Enter ServiceNow - The Platform of Platforms

Logistics Excellence: B2B–Air, Ocean, and Freight

Increase customer satisfaction by communicating proactively about delays and adjusted arrival times. With ServiceNow, customers and third-party transporters can use a portal to gain full transparency into all booked, shipped, delivered, and picked-up containers. When a shipment is delayed, ServiceNow can automatically generate a new case and send a detailed communication to both the sender and consignee. After performing root cause analysis, the system will then monitor the issue until your team has implemented corrective actions. You can further boost your team's effectiveness by automatically routing customer and partner emails to the right people within your company.

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