



# **STREAMLINING GLOBAL CUSTOMS OPERATIONS WITH NEXGEN CUSTOMS SOLUTION**





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Our client is a distinguished freight forwarding and logistics company headquartered in the United Kingdom. Renowned for its commitment to excellent customer service and tailored transportation needs. With a focus on efficiency, technology integration, and sustainability, they are an exemplary leader in the logistics industry, serving clients both domestically and internationally.



## THE CHALLENGE

The client faced several challenges that required a comprehensive approach to address their business needs. Firstly, there was a pressing need to enhance operational efficiency and productivity within their customs management processes. Concurrently, the client sought assistance in achieving better coordination among their team members. Improving customer satisfaction was another key goal, requiring strategic interventions.

Moreover, the client aimed to promote sustainability and align with their Environmental, Social, and Governance (ESG) goals. This involved adopting practices that not only benefited the environment but also contributed positively to society and governance standards.

Additionally, a critical aspect of the client's challenges involved decreasing costs while simultaneously driving business growth. A balanced strategy that optimised resources and promoted innovation was essential to meet these dual objectives effectively. Addressing these multifaceted challenges required a holistic and integrated approach that considered the interplay of operational, organisational, and environmental factors.



# THE P2D TECHNOLOGY SERVICES SOLUTION

The implemented solution has delivered significant results across various facets of the client's operations:

## BOOSTED PRODUCTIVITY

Integration into NexGen customs software with workflow management and automation has successfully reduced data entry time. This, in turn, has led to a notable increase in operational efficiency and productivity.

## ESG GOALS

The reduction in paper records through automation aligns seamlessly with the client's Environmental, Social, and Governance (ESG) goals. This initiative not only promotes sustainability but also reinforces environmental responsibility within the organisation.

## COST REDUCTION AND BUSINESS GROWTH

By effectively decreasing costs associated with manual processes, the company has been able to allocate resources more efficiently. This strategic move has not only contributed to cost reduction

but has also played a pivotal role in driving significant business growth.

## IMPROVED WORKFLOW MANAGEMENT

The implementation of workflow management tools has resulted in better organisation and coordination of tasks. This has translated into smoother operations, faster turnaround times, and ultimately, improved customer satisfaction.

## ENHANCED REGULATORY COMPLIANCE

Utilising a cloud-based solution for data storage has ensured higher regulatory compliance. The secure and reliable hosting infrastructure mitigates risks associated with data management and storage, contributing to an overall improvement in regulatory adherence.





For a deeper insight into our innovative solutions and to see how they can benefit your business in the digital age, contact us at [info@p2dts.com](mailto:info@p2dts.com) or visit [www.p2dts.com](http://www.p2dts.com) for more information.

We look forward to helping you navigate the future of customs with cutting-edge technology and expert support.



+44 (0) 2036 378 507

Orega 202, Marlow International,  
Parkway, Marlow, SL7 1YL

[info@p2dts.com](mailto:info@p2dts.com)

