



# Hellmann Worldwide Logistics excise robots, to manage post-Brexit freight movements for imports and exports with **Enterprise RPA...**



## Client Overview

Hellmann Worldwide Logistics specialises in bespoke logistics solutions. Hellmann's services include logistic services, freight transport, IT solutions and consultancy. Hellmann was founded in Osnabrück in northern Germany in 1871 and has remained a family-owned company over four generations. The company's mantra; 'thinking ahead, moving forward' highlights their commitment to innovation and continuous improvement. Globally, Hellmann employs over **10,700** employees in **263** offices in **56** countries.



## Improving Efficiency

Every day, through business processes with high-quality standards, Hellmann are continuously improving their organisational agility and operational efficiency. They use every opportunity to increase efficiency by challenging existing processes and identifying bottlenecks thus improving productivity and maintaining excellent supplier relationships. In turn, this results in added value for customers.

The Executive Board focused not only on operations last year, but on the strategic development of the Group and, in this context, they defined a number of central projects that position the company strongly for the future.

[+source Hellmann Sustainability Report 2019]

**“The topic of digitisation is right at the top of our agenda. In the year under review, we launched various projects that will digitise our internal and external processes, thus further strengthening our competitive position.**

**The topic of sustainability has always been of particular importance to the Hellmann Group and is firmly anchored in our corporate DNA - we ‘Live Sustainability’”.**

Dr Michael Noth Hellmann Worldwide Logistics, CFO



## The Challenge

### The Impact of Brexit and Uncertainty

The latest static estimate for the annual administrative burden on UK businesses from additional import and export declarations is £7.5 billion. Data freight companies potentially face substantial regulatory challenges, delays and administrative overheads if client Customs paperwork is incomplete, incorrect or missing for EU import/export freight movements post-Brexit.

To minimise any impact on organisation's agility, the UK Business Improvement team at Hellmann were looking for a solution that could adapt and respond to some challenging and changing conditions, whilst also offering a flexible resource model to scale to respond.



# How Enterprise RPA is Helping

## [Robotic Process Automation]

UiPath Partner Enterprise RPA worked with the Hellmann UK Business Improvement team to deliver a full RPA solution for imports, creating an automated front-end process to validate client input forms and to create Customs consignment entries for validation and submission.

This solution involves UiPath unattended robots' that work 24/7 to check client consignment paperwork, validate data including mandatory checks on specific fields and create consignment entries ready for final HMRC submission.

Readiness for this unprecedented demand for Hellmann administrative resources would otherwise require a significant increase in personnel recruitment and validation input.

## Hellmann Project Observations

**"Enterprise RPA demonstrated the opportunities we could achieve with process automations in an easy to understand format. They provided use case sessions that identified the areas which might be most appropriate for using the Robots'. We were then able to work in partnership with Enterprise RPA to deliver the customs clearance imports project and are now moving forward with additional projects."**

Justin Clark, Support Services General Manager



## Results, Return on Investment and **Future Plans**

Enterprise RPA and Hellmann created a new front-end process to interface with its import clients, deploying Orchestrator and an unattended robot. The robot runs around the clock and has the capacity to process c. 1,000 client submissions in a 24-hour period. Human intervention is required only to validate pre-HMRC submission.

Hellmann is currently extending automation to its client's exports, in preparation for Brexit.

**“Hellmann anticipated a potential bow wave of avoidable overhead to process high volume, standard rule-based customs paperwork that lends itself ideally to automation. Hellmann is now well prepared to provide business continuity and a coherent process for their clients to minimise service disruptions.”**

Steve Bolton, Operations Director, Enterprise RPA

### Benefits **Summary**

Project 4-6 Weeks

ROI - 40+ Increased overhead(s) FTE cover

**RPA Use Case(s)** Customs, Freight, Logistics, Regulatory



# Enterprise RPA

Enterprise RPA Ltd  
56 Oxford Street  
Fourth Floor Churchgate House  
Manchester  
M1 6EU  
0333 987 3938

