



# SUCCESS STORY

Toshiba's OCR solutions  
automatize large-scale  
logistics

Created in 1998, AWH provides efficient storage and warehousing services for Australia's wool industry.

AWH is one of Australia's leading logistics and warehousing specialists - providing storage, handling, freight forwarding and inventory management services for import, export and domestic distribution.

By using Toshiba's OCR solution AWH was able to make significant energy savings and increase work efficiency.

## THE CHALLENGE

AWH, like many Australian organisations, has business-critical processes that are still paper based. Issues such as accuracy, data entry and timely processing are constant challenges. Ensuring that AWH meets compliance standards is crucial to successful operations.

“The challenges on a daily basis include manual intervention, duplicate key entry, high utilisation, and over staffing.” says John Kilbride, Chief Information Office (CIO).

## THE SOLUTION

Toshiba identified the business processes in need of modernisation. They then worked with AWH to analyse current processes and determine blockages and inefficiencies, to develop a fully automated solution.

The automation of some of the OCR technology has “eliminated many issues and we are very happy the integration of the technology to automate our consignment management process.” said John Kilbride, CIO

Toshiba’s Smart Analysis Solution automatically reads consignment information, extracting key data and each line item. Once the key information is automatically verified, the extracted line items are exported to the logistics system.

The document is then processed and entered into the Toshiba Record Management solution. A filing path is automatically created from the extracted data, saving the operators the job of manually filing the document.

## THE RESULT

Eliminating the number of manual interventions and increasing the automation process, has enabled AWH to increase their overall productivity.

Full automation allows staff to be re-deployed to where they are most needed.

John states that “overall, we are impressed by Toshiba’s attention to AWH’s particular needs and their willingness to work outside the box to create innovative solutions that suit us, turning hours into minutes. Toshiba has also provided continued guiding and support that help keep the operation running smoothly.”

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