

Albini & Pitigliani S.p.A.

75%

Reduction in
Fulfillment Errors

15%

Increase in
Sales

20%

Increase
in Customer
Satisfaction

Overview

Albini & Pitigliani S.p.A. (ALPI), an international freight forwarding and logistics company, faced significant operational challenges. They needed to modernize and standardize their processes across fifty branches, each operating with different technologies. The company aimed to improve efficiency, reduce errors, and enhance customer satisfaction.



Challenges

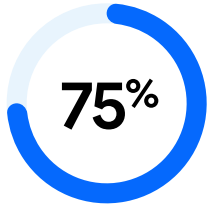
Albini & Pitigliani encountered several obstacles during their process optimization efforts. The complexity of having multiple branches with distinct systems led to inefficiencies. High error rates in the fulfillment process caused delays and customer dissatisfaction. Communication gaps between IT and Subject Matter Experts (SMEs) hindered effective process implementation. Additionally, operational staff were resistant to adopting new processes, creating barriers to improvement.

Solution

To address these challenges, ALPI implemented Apromore's process mining platform:

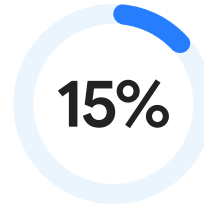
- **Process Mapping and Analysis:** The IT team analyzed Transport Management System (TMS) logs to identify stages with the longest delays and highest error rates. They mapped and categorized stored information, adding a process mining layer to their activities.
- **Dashboard Development:** Dashboards were created to track key performance indicators (KPIs), helping to identify the most time-consuming steps due to waiting times or reworks.
- **Compliance and Flow Analysis:** A flow and compliance dashboard for three traffic types was designed to streamline operations.
- **Automation Opportunities:** Identified opportunities to automate steps in information exchange, particularly with external offices, to improve overall efficiency.
- **Collaboration and Iterative Improvements:** Worked closely with SMEs to bridge communication gaps and iteratively improve processes based on continuous feedback and analysis.

Result



Reduction in Errors

There was a 75% reduction in fulfillment errors by improving communication between departments.



Increased Sales

By reducing the number of steps in the sales process, sales increased by



Improved Customer Satisfaction

Customer satisfaction saw a 20% increase due to the reduction in process time and errors.

Enhanced Data-Driven Decision Making

Streamlined processes and better resource allocation resulted in more efficient operations.



“To achieve velocity, we need to build an agile organization, and need to have the freedom and flexibility to organize what we want, when we want it. Process Mining helps us understand the steps and assign the right weight to understand how to move positions to achieve a faster process.”

Lorenzo Albini, CEO of Albini & Pitigliani

Conclusion

By leveraging Apromore’s process mining platform, Albini & Pitigliani modernized and standardized their operations. This transformation resulted in significant improvements in efficiency, sales, and customer satisfaction. The iterative approach of continuous analysis and process adjustments ensured sustained benefits and adaptability to future challenges.