



Logistics and distribution support with Jira Service Management



SUMOL+COMPAL is Portugal's biggest soft drinks group, owning some of the most iconic and best recognised brands in the country. With 5 industrial units, four in Portugal and one in Mozambique, it processes 25,000 tons of fruit annually and has more than 40 packaging lines. It has a portfolio of 16 brands divided into different segments of drinks and vegetables and currently exports to over 60 countries.

As a company, SUMOL+COMPAL aims to contribute to developing a better world for future generations and has oriented its strategy accordingly. It maintains its commitment to innovation and places a strong emphasis on its sustainability agenda and digital transformation.

Challenge

For several years SUMOL+COMPAL was looking for a solution to help its teams to manage the high volume of data collected around its logistics, transport and distribution activities. As a result of these operations, the support teams had to deal with hundreds of incidents every day – between calls and emails, the amount of support requests was enormous.

To mitigate this challenge, the Information Systems (IS) team had already developed a helpdesk based on email inboxes, segmented by subject matter.

However, this solution did not meet the needs of daily operations. The reason for this was that it was very difficult to manage the incoming emails, responses to them and resolutions to problems; prioritising requests was extremely complicated, because emails were answered on a first come, first served basis without being able to assess the degree of urgency, and because there was difficulty in assigning ownership within the team. This situation was further aggravated by the pandemic, with remote teams being unable to physically cross-check information between team members.

It was from the difficulties encountered handling support requests from the logistics, transport and distribution teams that the need arose to adopt a Service Desk capable of **organising incoming requests by priority, speeding up responses in a timely manner**, and giving other teams within SUMOL+COMPAL visibility over the daily number of occurrences resolved and daily work done.

In addition, it was important that this new solution would allow teams to **collect the minutes of team meetings** and **show performance indicators** (SLAs) to evaluate overall service levels, focusing especially on employee activities.

Solution

After a careful evaluation of the challenges presented by the daily operation of the logistics, transport and distribution teams, Xpand IT implemented a portal, using Jira Service Management in the Cloud.

This solution was implemented in such a way as to be both robust and scalable (as it will serve a potential universe of 400 people, including external and internal teams), and to meet all the needs described above.

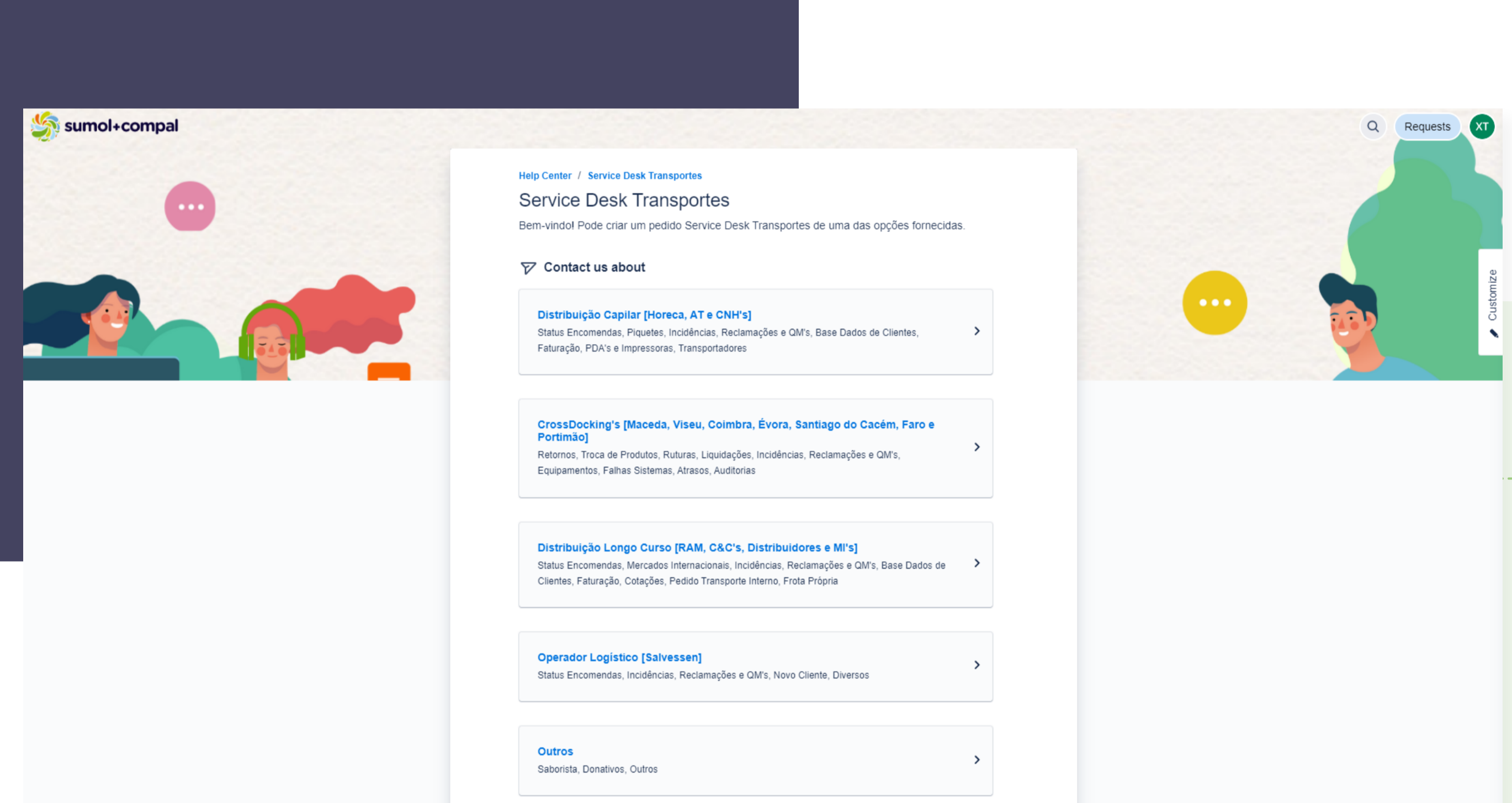
Distributors can now easily access the Transport Service Desk, choose the area that best fits the request they want to make, fill in a ticket with the necessary information and wait for a response from the team, which is a more efficient way of submitting requests.



The request is entered with the expected data quality and automatically goes to the correct queue

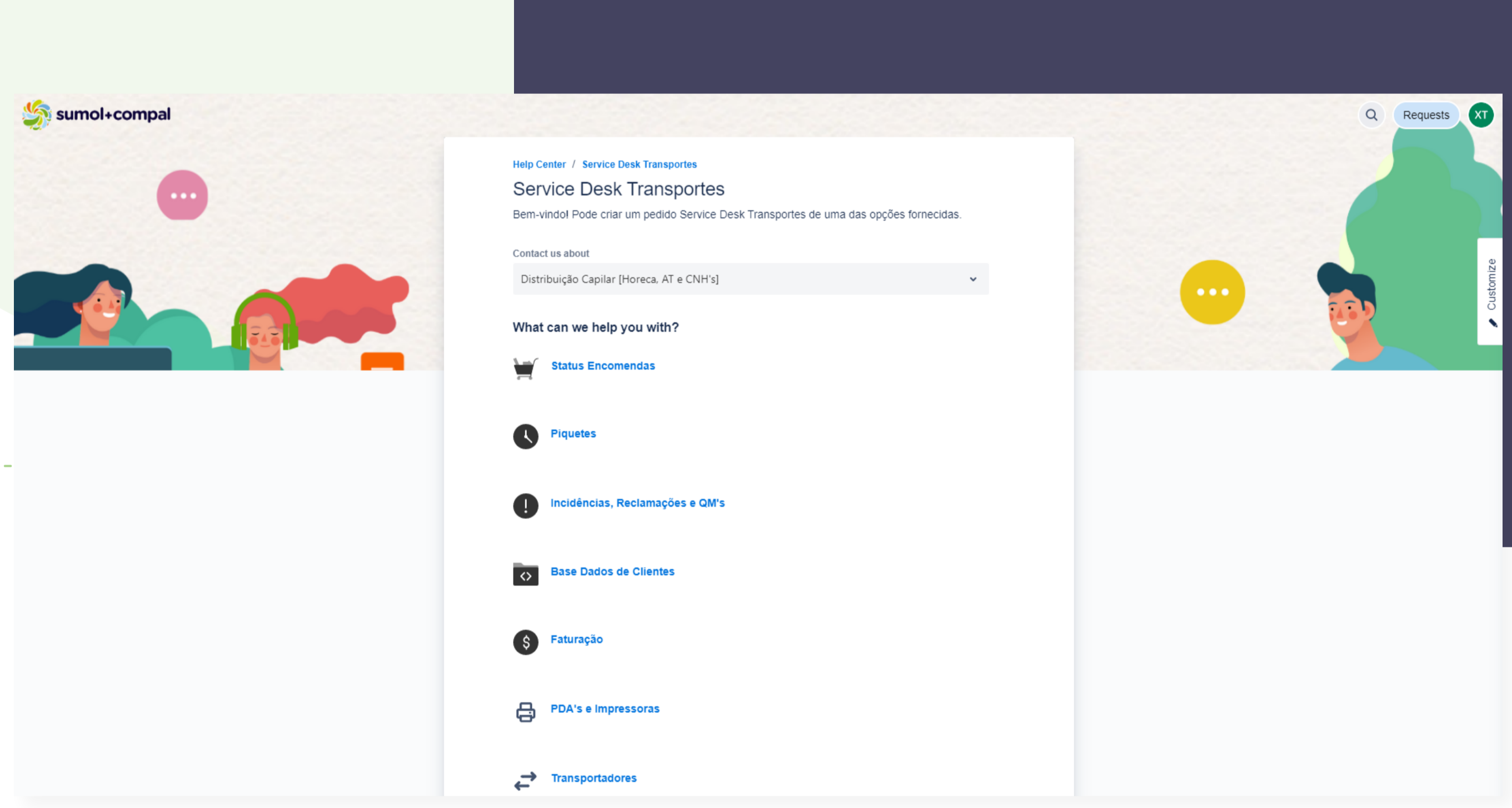


The agent receives the request, resolves it and closes the ticket.



Different distribution channels (organised so that logistics operators know which section they should open a support ticket under).

Classification of occurrences (to make the response process shorter and send the ticket to the right team).



Technology

Jira Service Management

Jira facilitates a collaborative platform that allows the management of the entire service catalogue of a given organisation. By utilising a ticket portal, users can make all kinds of support requests, whether they be application or business requests in general.

Based on customisable workflows, a complete set of initiative-taking functionalities such as automation or data validation, requests enter resolution queues and are then directed to the right team, which allows for faster resolution of issues, as well as a unified view over the requests and work of the teams.

Benefits

An intuitive, user-friendly tool that meets the needs of distribution and support agents;

Visibility for the whole company over the number of daily support requests and work conducted by the support teams;

The ability to invest in preventive measures (looking at the number of requests under each type of ticket, it is easy to gain sight of what problems occur most often and act accordingly);

Complete performance analysis by implementing even specific SLAs taking times and holidays into consideration – not possible with the previous email-based system;

Complete oversight of different request types;

Collection of metrics and access to dashboards for presentation at management meetings.

“ The ability of our partner Xpand IT to find a solution to the particular needs of this specific business process gives SUMOL+COMPAL distinctive functional improvement and a significant reduction in the iterations that existed between various actors in the process. ”

Hugo Gonçalves
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