

50% EFFICIENCY BOOST

EstoLink go digital with tradePhlo

Challenge

EstoLink is a logistics company that imports and exports a wide variety of goods. The company was using a customs agent to handle their customs clearance documentation. However, the cost of the agent's services and delays were becoming a significant expense for the company. To reduce costs and delays EstoLink decided to evaluate the option of using a software solution in-house to handle their customs clearance processes.

Solution

"We were recommended to funnel our declarations via tradePhlo because of the company's professionalism, fast response times, and speed of processing - and we haven't looked back since. The nature of our business sees us shipping parcels around the clock and to lots of different destinations around the world. The customs declaration part of the process was always the most time-consuming, which is completely counterproductive because everything else in our business is automated. After a quick review of the list of developers providing customs declaration software on the HMRC website, we were attracted by the ease of use, simplicity and uniqueness of the tradePhlo application and the control and visibility it provided" Albo Rando - Founder, EstoLink

Results

EstoLink has benefited greatly from tradePhlo robust tools and functionalities, which range from workflow automation and digital document upload and VAT/Duty optimisation. tradePhlo's automated workflows have resulted in a significant reduction in manual data input, thereby improving the accuracy and productivity of EstoLink, enhancing the overall customs operation.

As evidence of the benefits derived from tradePhlo smart features, EstoLink achieved 70% cost reduction in the last 5 months of using tradePhlo. EstoLink also surpassed their profit target and experienced a 50% improvement in operational efficiency, taking their customer service and import/export operations to new heights.



Key benefits

70%

Cost reduction

50%

Operational efficiency

- ✓ Real-time data visibility & control
- ✓ Faster response times
- ✓ Automation of manual processes
- ✓ Improved relationships with customers