

LEAPP Automates Courier Services Using iText PDF Signing and Forms

Increases Customer Satisfaction and Reduces OneHour Courier Services Cost by 20 Percent

THE CHALLENGE

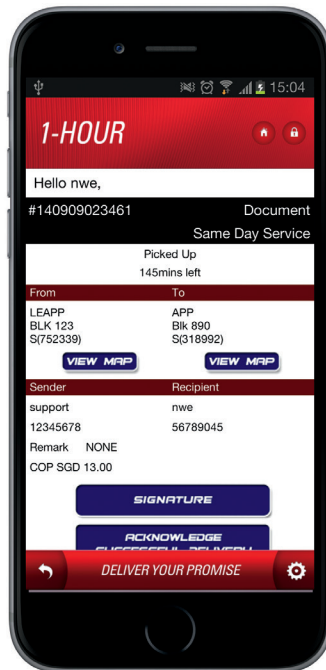
In courier services, prompt, dependable, and courteous workforce is the key to gaining new customers and staying ahead of the competition. With multiple couriers on the road delivering thousands of packages, it was clear to OneHour management that manual, paper-based processes are unsustainable. Lost forms, shortage of drivers, and poor delivery tracking were driving cost up and preventing OneHour from growing the business.

OneHour needed a solution to generate orders, track driver and parcel locations, capture signatures digitally, automatically store documents and make it accessible from anywhere via a driver's mobile device.

THE SOLUTION

As a total mobile technology company, LEAPP had complete expertise to deliver a highly usable enterprise mobile experience. The complexity of the OneHour project, however, would be in embedding the company workflows and becoming experts on digital signing and PDF form formatting. In addition, PDF generation needed to be fast and highly available to meet both business and technical objectives.

The LEAPP development team tried to develop the PDF workflows in-house but soon realized this may take a long time. They needed a proven technology that already specializes in specific aspects of PDF generation, with fast and efficient code.



www.leappmobile.com

BACKGROUND

LEAPP Pte Ltd, Singapore

Specializes in enterprise mobile apps development, mobile apps consultancy, mobile apps marketing.

OneHour Courier Services

Offers on-demand, scheduled and dedicated courier services.

Project

Modernize OneHour Courier Services' current paper-based processes in order to eliminate lost forms, as well as better track parcel pickup and delivery times. By embedding the reliable and high-performance iText PDF library to build the business-critical digital signing and form workflows, OneHour Courier Services is able to:

- Reduce costs and improve operational efficiency.
- Increase customer satisfaction.
- Maintain its competitive advantage in the market.

Main selection criteria for the PDF library included:

- Easy to understand software development kit (SDK)
- Ability to implement as per use flow
- Allows digital signing
- Allows formatting forms
- Ease of licensing

After evaluating a few different products, the team quickly decided on iText on all five criteria. The OneHour app featured:

PDF signing workflows	PDF allows setting permissions, signature sequence and co-signing around the order and delivery processes
Signature capturing and storing it on the server	Allows for mobile access online and offline
PDF forms	Mobile forms look like the manual forms, allowing easy learning for staff and drivers

RESULTS

Fast project delivery time

iText didn't require any custom set up or training for LEAPP personnel. In only a week, the implementation team was up and running in building the OneHour application using the iText PDF library. Moreover, digital signing and PDF form formatting were taken care of easily, without the need to research or become experts in PDF.

Forerunners in mobile adoption

OneHour Courier Services' investment in mobile and document management technologies from LEAPP and iText enabled them to raise field service employees to new heights of connectivity and productivity. Cost per courier decreased 20 percent. From digital signature capture to automatic archiving, OneHour Courier Services is now able to respond more quickly to its customers' requests and make more on-time deliveries with fewer resources.

“iText is a breeze! Using a proven and tested PDF technology helped us to focus on what we do best — building a high quality mobile app.”



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