

# Luft Express Streamlines Order Processing with Intalio|bpms

*Intalio|bpms Helps Major Brazilian Transportation Firm Enhance  
Operational Efficiency And Organizational Agility*



|                    |   |
|--------------------|---|
| <b>Customer</b>    | : Luft Express                          |
| <b>Industry</b>    | : Transportation                        |
| <b>Product</b>     | : Intalio bpms                          |
| <b>Application</b> | : Automated Quotation Processing System |

Founded in 1975, Luft has grown into one of the leading transportation companies in Brazil, moving everything from commodities to consumer necessities, and pioneering several groundbreaking services, including their Express Night Service. The company has diversified into new segments, including food

retail logistics, fractional load transportation and large volume logistics, resulting in millions of kilometers traveled and hundreds of thousands of deliveries each year. Luft has 4,400 employees and oversees 165,000 delivery trucks.

**intalio|bpms**  
*The Modern Way to  
Optimize Business Processes*

## The Business Challenge

Luft Express has won numerous awards for its high quality service, but growth brought its own challenges: how to grow the organization in a controlled, organized manner while maintaining market growth and best business practices.

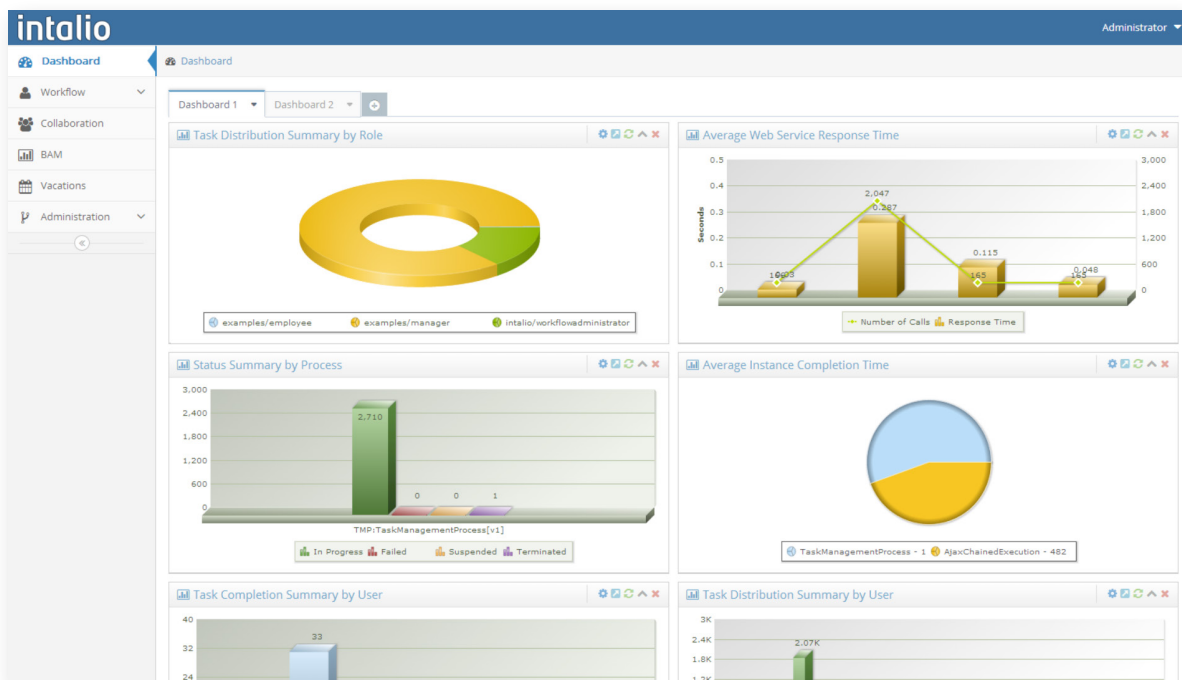
Luft realized it needed to break down information silos and provide a comprehensive, real-time view of customers and partners to its employees. The organization's goal of rapid responsiveness

required an automated quotation process that included the hiring of aggregates for cargo transportation in real-time - a process that was previously performed manually. An automated system would also facilitate generation of real-time insight and improve management control by logging requests and approvals related to hiring aggregated carriers. Luft chose Intalio|bpms and Intalio Brazil to achieve their goals.

## The Intalio Solution

Luft Express implemented a best-of-breed solution that could deploy its business processes at scale and integrate seamlessly into its Transport Management System (TMS). It included a comprehensive approval

processes around a new automated quotation process that included approval workflows around hiring of aggregated carriers.



## Positioning the Organization for Growth and Increased Profitability

By automating its quotation processing system, Luft Express was able to streamline its operations, provide superior customer

service, improve engagement with its partners and position itself for strong growth in the years ahead.

## Intalio Impact: Flexibility and Agility for Better Customer Experience

The flexibility and agility afforded by the solution, and its seamless integration with other internal systems enabled internal users

to build on the initial solution to further enhance internal operational controls and improve customer service.

## About Intalio

Intalio – The Modern Way to Build Business Applications. Intalio's suite of products enables businesses, large and small, to rapidly build business applications that are cloud-scalable and mobile-enabled to support an agile response to their market. Our standards-based software can be found powering over 1000 businesses including

some of the largest in the world like Deutsche Bank, General Electric, NTT, Irish Revenue Commission, Singapore Airlines, Facebook and Google. Intalio is headquartered in Palo Alto and has over 100 partners and world class investors. To learn more about building modern applications, visit [www.intalio.com](http://www.intalio.com).

# intalio

28 State Street  
Boston, MA, 02109, United States

+1 (650) 596-1800 (voice)

+1 (650) 644-3365 (fax)

[info@intalio.com](mailto:info@intalio.com)