

Opticom Logistics

From paper to performance: Saving time and scaling smarter with Intelligent Document Processing



Cutting manual work to **boost efficiency** in modern logistics

Opticom, a fast-growing logistics provider in the Netherlands, partnered with Rappit to automate manual processes and lay the foundation for long-term scalability by implementing intelligent document processing. Starting with Rappit Undoc, Opticom digitised invoice handling, pallet exchange, and document processing, resulting in faster workflows and a better experience for both teams and carriers. And this is just the beginning: work is already underway on the next generation of transportation management software.

Challenges

Opticom's mission is clear: to grow fast, stay lean, and deliver exceptional service in high-volume logistics. But rapid growth brings complexity. Key workflows, like handling handwritten road consignment notes (CMRs), order intake and invoice processing, were still largely manual, slowing down operations.

The first challenges tackled in the collaboration were:

- › **Document classification**, automatically sorting incoming documents from email and linking them to the Transport Management System (TMS).
- › **Invoice automation**, extracting and delivering invoice data to the TMS quickly and accurately.
- › **Pallet exchange processing**, identifying and managing pallet-related information found within scanned transport documents.

This implementation immediately boosted internal efficiency and set the stage for more advanced development.

To maintain momentum and stay ahead in a competitive market, Opticom needed a future-ready automation solution, without locking into rigid, legacy systems.

Solutions

- › Opticom implemented Rappit Undoc, a custom AI-powered document automation solution, to replace manual processes with smart, scalable workflows. A wide variety of documents, including invoices, CMRs, and pallet notes, were automatically retrieved from a central mailbox, classified, and processed.

Invoice data was intelligently extracted at both header and line level, then validated against master data and business rules for maximum accuracy. A user-friendly verification interface (human-in-the-loop) allowed users to review low-confidence cases, enabling the system to learn and improve continuously.

The customized solution integrated seamlessly and securely with Opticom's Transportation Management System (TMS) via multiple touchpoints, including database, file storage, and access control. Its modular and extensible architecture enabled rapid support for new document types, all with zero disruption to existing systems.

The result: faster, more reliable processes that are built to scale.

Results

- **No more manual invoice handling:** processing increased from 20 to 70–100 invoices per day, over 300% improvement, saving valuable labour time.
- **Quick and reliable processing at scale:** accurate invoice registration and seamless linking of related documents to the correct dossiers.
- **A step toward full automation:** laying the foundation for a scalable, data-driven future.
- **Zero IT disruption:** seamless integration with the existing on-premise TMS, no major changes required.

Already Underway

Plans are already in motion for what's next: implementing intelligent route planning and automating the intake of transport orders that currently arrive via email. These developments will further streamline operations and reduce manual work, bringing Opticom closer to a fully digitised logistics flow.

This next phase is not a "someday" vision it's happening now. With an agile partnership and a shared focus on innovation, Opticom is setting a new standard in logistics tech.

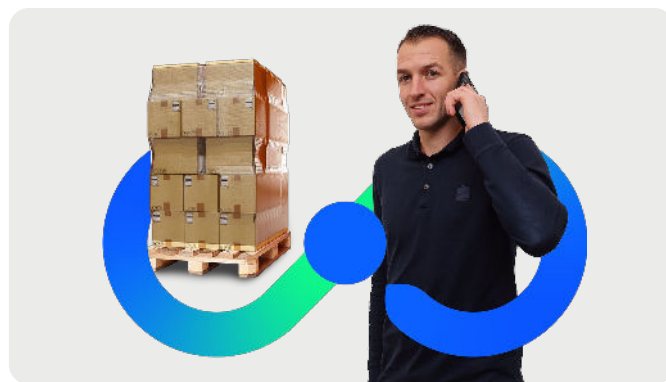
"It wasn't just about the tools, it was about the mindset. We chose Rappit because of their forward looking technology, open standards, and entrepreneurial way of working."

Arie Troost, CEO, Opticom



"With Undoc, we've turned what used to be time consuming, manual work, into a fast and reliable process. It integrates smoothly with our existing systems and gives us the flexibility to scale without adding complexity."

Wilco Zwijgers, IT manager, Opticom



Technologies used

- **Rappit Undoc**, intelligent document processing
- **Google Cloud products**, including Document AI, Vertex AI, GenAI
- Open-source technologies including Python and VueJS
- **Integrations** with current TMS data and files



Opticom Logistics

Opticom is a dynamic logistics company based in the Netherlands, specialising in temperature-controlled transport with refrigerated trailers and transport of dry, packed goods with tautliners and freight brokerage across Europe.

Since its inception in November 2023, Opticom has rapidly expanded its fleet to 50 trucks, aiming for 150 by the end of 2025. With 70% of its fleet owned and a dedicated support team of 20, Opticom focuses on delivering high-volume, cost-effective, and capacity-driven solutions.



Rappit is a leading independent software provider. Building on a proud heritage, we are experts in developing Cloud based Enterprise Software modernization solutions, that include Custom Made Applications, Data Analytics, Artificial Intelligence and Machine Learning. Based on the Rappit Platform, consisting of amongst others Rappit Developer and Rappit Composer, we enable our customers to create unique business value.

Rappit serves a customer base consisting of multinationals and medium sized organizations, mainly in the Manufacturing, Supply Chain & Logistics and Retail & Wholesale industries. Our Rappit Platform also supports software development companies and System Integrators in building world-class applications.

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