



Customer-Ticket.com

Success Story of JAS Forwarding



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The Customer

JAS Forwarding Worldwide is a global logistics company with operations in multiple locations over Malaysia. They provide logistics and forwarding services for business clients on imports and exports.

The Challenges

Before the adoption of our on-demand cloud solutions, internal communications between different geographical offices within Malaysia rely heavily on emails, paper forms and telephone calls. Issue tracking, issue follow-up, service monitoring is difficult.

Management lacks statistics to improve business operations or to assess departmental performance. There is often communication breakdown with external customers. Compliance to ISO standard requires lots of manual processing and paper work.

The Solution

Implemented in 1 month timeframe, issues tracking and monitoring processes are migrated to our centralized cloud solution. Staff authorization levels are imposed in system.

Internal communications are improved with complete audit trail history, status signaling, email alerts. Management is able to monitor departmental performance and responsiveness to issue resolutions.

Without additional investment on hardware or software, the customer achieves positive ROI with our “SaaS” business solutions on the cloud.

If you have any questions, feel free to talk to us at [Customer-Ticket.com](https://www.customer-ticket.com)