

## SUCCESS STORY

# Food and Beverage distribution leader streamlines proof-of-delivery processes with Capture OnTheGo.



### INDUSTRY

Food and Beverage Distribution

### COMPANIES

Bomar 1937 and Andolac Andorra

Founded in 1937 and 1997 respectively, Bomar 1937 and Andolac are food and beverage distributors in Andorra, operating under the Armengol Calsina S.A. group. Bomar 1937 imports and distributes wines, beverages, and food products, while Andolac focuses on fresh, frozen, and dry foods. They operate a 15,000-square-meter warehouse with a capacity of over 9,000 pallets to support their distribution activities.

**Capture OnTheGo**, powered by **OL Connect**, eliminates paper forms and delivery slips through automation and digitization.

## Challenges

The companies experienced inefficiencies due to their dependence on manual and paper-based delivery processes, which slowed down operations and negatively affected customer satisfaction. As a result, they sought a more effective solution for managing proof of deliveries, both in the field and in the office.

- Error-prone manual tasks for data entry and document processing
- Delays due to the recurring loss of paper forms and delivery notes
- Lack of real-time visibility into delivery operations
- Inability to respond promptly to issues and exceptions
- High costs associated with using paper documents, including purchasing and storage

## Solution

The OL Connect and Capture OnTheGo-driven solution seamlessly integrates with the company's ERP system to digitize proof-of-delivery operations.

- Uses data from existing systems to create custom mobile forms and delivery paperwork
- Captures essential data such as digital signatures, GPS locations, handwritten notes and more directly from the mobile application
- Triggers alerts in case of delivery issues or incidents in the field
- Sends captured data back to the system when connected to initiate further processes like invoicing or document archiving
- Provides office-based teams real-time visibility into delivery status through an intuitive dashboard
- Automates customer updates and offers an online portal for delivery tracking

## Results

- Accelerated delivery operations with fully digital processes
- Empowered drivers to access delivery documents and capture data remotely from mobile devices
- Improved communications between office-based and field workers, driving proactive support and issue resolutions
- Enhanced customer service by providing greater transparency throughout the delivery process
- Optimized document management through automated workflows that file generated documents directly into the DocuWare ECM system

*"We like that the solution is simple and intuitive. It streamlines our processes and improves our customer experience."*

**Maria Alba Colell – IT Director  
Armengol Calsina S.A.**

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**Upland Objectif Lune** helps companies automate business communications processes with its digital transformation solutions. With OL Connect technology, customers can create, manage, distribute, and automate transactional and promotional documents while keeping their existing business systems.

