



Case study

From Paper to Digital in 100 Days: How Malaysia's Largest Automotive Logistics Provider Achieved 15x Faster BL Processing

Background & Challenge

Giga Shipping is Malaysia's largest integrated automotive logistics provider. Despite its scale, the company historically relied on manual, paper-based processes to create and manage Bills of Lading (BLs). Recognizing the operational inefficiencies of paper-based processes, Giga's **MD mandated** a company-wide shift to electronic ocean and house Bills of Lading.

Key Results

15x

faster BL handling

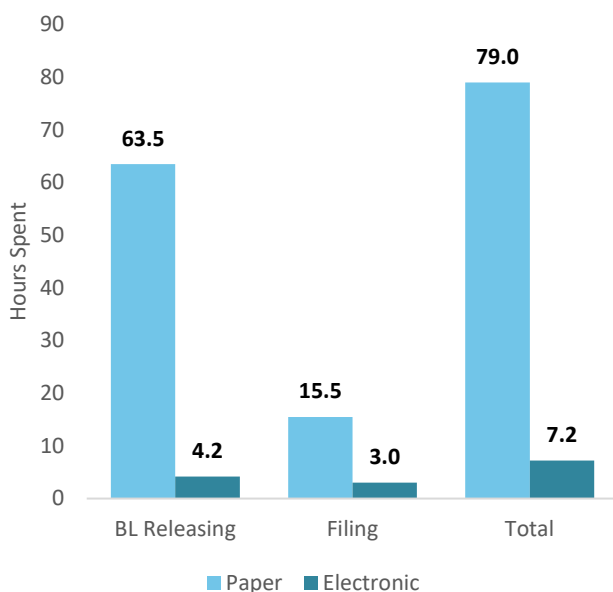
100%

paperless within 100 days

1st

Ro-Ro carrier globally to adopt eBLs

Carrier Savings



BLs Released 15x Times Faster (93% Reduction)

Reduced from 63.5 hours per shipment to 4.2: removing the need to print BLs on multi-ply stock, manually stamp and sign multiple sets, scan and courier originals.

81% reduction in document filing and storage time

Reduced from 15.5 hours per shipment to just 3.0; eradicating copying, filing, and archiving management while also supporting the company's ESG objectives.

Transition Support Feedback

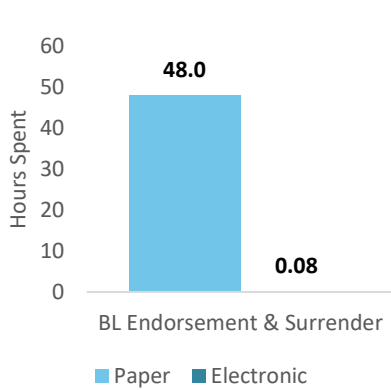


For me, the best part of the entire experience was the people behind it. The ICE Digital Trade team's dedication, collaboration, and willingness to go the extra mile made the transition seamless. Every challenge was met with a positive attitude and a solution-focused approach, turning what could have been a complex change into a smooth and rewarding journey. It's a reminder that even in a digital transformation, human connection and teamwork remain the true drivers of success."

Sarngini Kumar

Head of HR, Business Strategy & Transformation, Giga Shipping

Customer Benefits



Cargo Release in minutes not days

BL receipt, endorsement and surrender to obtain the Delivery Order reduced from an average of 48 hours to 5 minutes: removing need for in person collecting and handling of paperwork.

Lower Risk and Errors

Since adopting eBLs, Giga Shipping has fully eliminated risk of lost or delayed documents, and corresponding issuance of discharge LOIs by their customers.

Carrier Feedback



The shift to eBLs has significantly improved productivity across our team. We've eliminated the bottlenecks of physical handling, reduced turnaround times from days to minutes, and enhanced visibility for all stakeholders. The ability to transfer and surrender documents electronically has simplified workflows and improved compliance. Overall, eBL has allowed us to focus more on strategic tasks rather than paperwork, delivering faster service and greater customer satisfaction."

Sarngini Kumar

Head of HR, Business Strategy & Transformation, Giga Shipping

Methodology: The findings above are based on written responses submitted by Giga Shipping. For this case study, calculations assume an average of **180 Bills of Lading per shipment**, and process improvements calculated on a per shipment basis.