

Logistics, Freight & Supply Chain

Build your logistics support team in India.
Keep shipment records moving towards billing.



A delivered shipment can still leave work unfinished

A shipment may be complete while its documentation is still unresolved. Missing proof of delivery, mismatched inventory records and repeated status checks leave operations and finance chasing the same inputs. Billing preparation waits, and customer teams spend time investigating records.

WHERE WORK BUILDS UP



Missing or mismatched delivery evidence



Inconsistent shipment or inventory data



Unclear exception ownership

WHAT IT MEANS FOR YOUR OPERATION



Completed shipments wait for documentation before the billing team can act.



Local teams repeat checks across transport, warehouse and business systems.



Customer service becomes the investigator, while unresolved items continue to age.

Supply-chain experience behind the information flow

Layam’s on-site experience includes receiving, binning, kitting, line feeding and inventory control, supported by supervision and reporting. Its capability material also describes SAP data synchronisation, first-in, first-out (FIFO) practices and structured issue resolution. This experience informs the records and handovers within a defined offshore support scope.

The remote team supports the information flow around your physical operation.



Choose the structure around your supply-chain workload

An Offshore Development Centre (ODC) can support documentation for your recurring and standalone shipments. A Global Capability Centre (GCC) can support longer-term internal capability across related functions. Managed, co-managed, build-operate-transfer and client-owned options are scoped to your governance and ownership needs.



ODC

Supports a recurring shipment or documentation workflow.



GCC

Supports longer-term internal capability across related functions.

Shipment records your operations and finance teams can use

Layam can build a dedicated team around an agreed shipment, inventory or documentation workflow. The team follows your systems and process rules, with local owners assigned to operational and commercial exceptions.



Delivery documentation

Proof-of-delivery records matched to shipment references, with missing or inconsistent evidence flagged.



Shipment and inventory data

Checked records and an exception queue showing the issue, owner, age and next action.



Billing preparation

A documentation checklist and supporting pack ready for your finance team’s review.

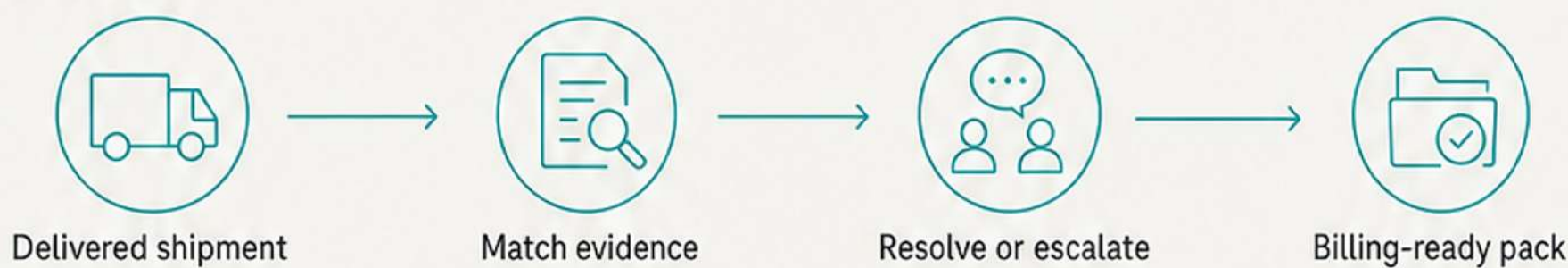


Master data and reporting

Approved customer, carrier or item-data updates, plus reports on recurring errors and unresolved actions.

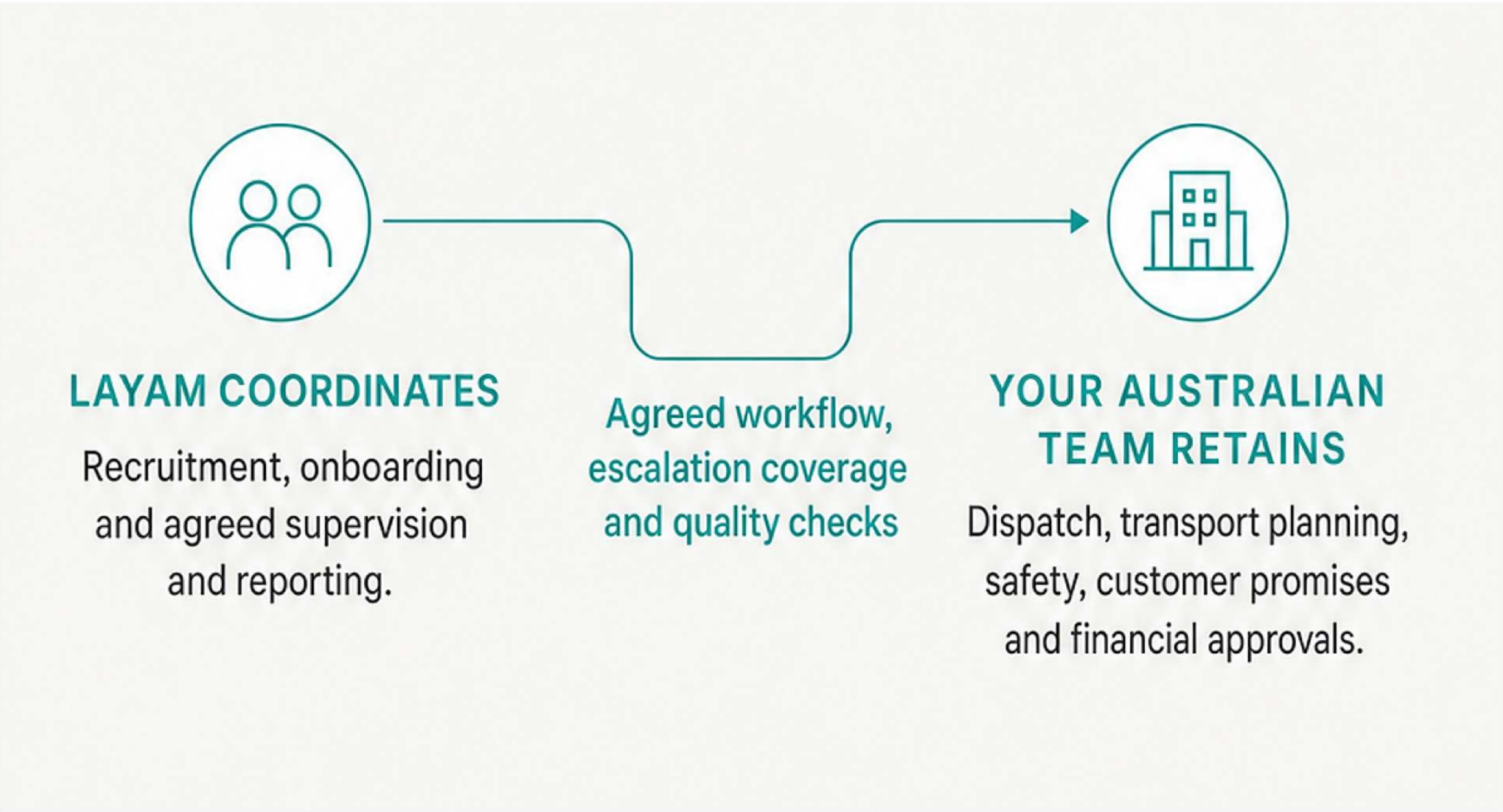
Close the documentation gap between delivery and billing

The team receives the completed-shipment queue, matches delivery evidence and checks required billing information. Missing items are recorded with a reason and owner. Operational disputes go to the Australian team; complete packs move to finance. Recurring exceptions are reviewed so the same gaps do not remain hidden in daily workarounds.



Local control with defined delivery responsibility

Layam coordinates recruitment, onboarding and agreed supervision and reporting. Your Australian team remains responsible for dispatch, transport planning, safety, customer promises and financial approvals. Working hours, escalation coverage and quality checks are agreed before the workflow starts.





Working hours, escalation coverage and quality checks are agreed before the workflow starts.

Reported results from on-site operations

The supplied Layam capability material reports the following results from on-site supply-chain and automotive operations:



30%

lower inventory shrinkage

A major supply-chain project.



100%

SAP synchronisation accuracy

Accuracy of SAP data uploads.



100%

on-time delivery

Across cited vehicle platforms, including LCVs, MCVs, EV buses and pickups.

These are reported results from specific operational engagements, not forecasts or results for an Australian GCC/ODC.

Measure information flow as well as processing volume



Less delay before billing

Delivery-to-billing-pack turnaround and percentage of shipments with complete evidence.



Clearer exception management

Open items by reason, owner and age; repeat issues requiring local intervention.



More capacity for customers and operations

Local administration time released after retained review and coordination.



Visible delivery economics

Full team and oversight cost per accepted work item.