

CASE STUDY

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**Automating Claims Processing with  
COVORO: Transforming  
Export-Import Operations in Mining**

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## Background

A leading mining company with over ₹500 crores in annual exports and more than 120 duty drawback claims filed each year partnered with COVORO to automate its claims processing. The organization was facing significant inefficiencies due to manual operations—long processing timelines, working capital lock-up, data inaccuracies, and high resource costs. With COVORO's automation platform, the company achieved a 92% reduction in processing time (121 days to 10 days), ₹154.25 lakhs in annual savings, and a 1,402% return on investment in the very first year.

This case study showcases how mining companies can leverage automation to streamline export-import operations, unlock working capital, and strengthen global competitiveness. The client is a mid-to-large-scale mining enterprise specializing in iron ore production and exports. Its operations span multiple mines, with production capacity exceeding 2.5 million tonnes annually. Around 40% of this production is exported to international markets across Asia, generating revenues of over ₹500 crores per year.

The company employs more than 1,200 people and operates within a stringent regulatory framework, including customs documentation, duty drawback schemes, and compliance with international trade standards.



The company's export-import processes were heavily manual, leading to operational and financial bottlenecks:

- **Documentation Complexity:** Each claim required 14–16 documents including Bills of Entry, Shipping Bills, and Bills of Materials—prepared manually and prone to errors.
- **Extended Timelines:** Average claim processing took **121 days**, locking up significant working capital.
- **Data Accuracy Issues:** Manual entry errors caused frequent rejections and rework.
- **High Resource Costs:** 8 full-time staff were dedicated solely to claims processing, adding operational costs without contributing to strategic value.

## Financial Impact Before Automation:

- ₹14.09 crores annually locked in pending claims
- ₹12.92 crores lost in opportunity cost due to delays
- ₹36 lakhs in annual processing expenses
- 13,320 man-days spent annually on manual claims activities

COVORO implemented its automated claims processing platform, powered by OCR, RPA, and AI-driven analytics, enabling complete process transformation.

## Core Features:

- **Intelligent Document Processing:** 99.8% accuracy in extracting customs data.
- **AI-Based Consumption Mapping:** Automated linking of imported inputs to exported products.
- **Real-Time Verification:** Automated compliance checks against customs databases.
- **Centralized Repository:** Cloud-based data management with full visibility and tracking.

## Implementation Phases:

- **System Integration & Data Migration** – ERP integration and staff training.
- **Pilot Operations** – 10 sample claims tested and benchmarked.
- **Full Deployment** – Complete transition with ongoing monitoring.

COVORO implemented its automated claims processing platform, powered by OCR, RPA, and AI-driven analytics, enabling complete process transformation.

## Operational Transformation

- Processing time reduced from **121 days** → **10 days (92% faster)**
- Accuracy improved from **85%** → **99.8%**
- First-time approval rate improved to **95%**
- Manpower efficiency improved by **90%** (6 out of 8 staff redeployed)

## Financial Benefits

- Interest savings: **₹12.92 crores annually**
- Operational cost savings: **₹25 lakhs annually**
- Total savings: **₹154.25 lakhs annually**
- ROI: **1,402% in the first year**

## Compliance & Risk Management

- Automated compliance with regulatory updates
- Digital audit trails for accountability
- Enterprise-grade security and disaster recovery

The mining industry in India leaves over ₹15,946 crores unclaimed annually in duty drawbacks due to inefficiencies. Automation can help recover this capital, optimize exports, and boost competitiveness.

## Scalability Across Company Sizes:

- Small exporters (₹100 cr exports): Savings of ₹36.3 lakhs annually
- Medium exporters (₹300 cr exports): Savings of ₹94.2 lakhs annually
- Large exporters (₹500 cr exports): Savings of ₹154.2 lakhs annually
- Enterprise exporters (₹1,000 cr exports): Savings of ₹300+ lakhs annually

COVORO is building further capabilities for mining companies, including:

- **Blockchain integration** for secure and immutable documentation
- **IoT-driven consumption tracking** for real-time inventory management
- **Predictive analytics** for claim forecasting and duty optimization

This case study demonstrates that automation is not just an efficiency lever but a **strategic necessity** for mining exporters. By partnering with COVORO, the company achieved:

- **Faster cash flow recovery**
- **Significant cost savings**
- **Higher compliance reliability**
- **Scalability for future growth**

**Key Recommendation:** Mining exporters should prioritize automation as a core infrastructure investment to unlock working capital, reduce risk, and enhance competitiveness in global markets.

Covoro (trademark of Perennial Systems) delivers enterprise-grade technology solutions designed for large organizations.

We specialize in enterprise solutions with data & AI capabilities that optimize operations across finance, trade and compliance and custom software development.

We build scalable, secure, and compliant solutions, that deliver measurable results.

### Overview

**135 Million**  
eInvoices / Year

**10,000+**  
Customers

**100+**  
ERPs

### Awards



### Offices:

India | Malaysia | UAE | Singapore | USA

### CERTIFICATIONS



### ACCREDITATIONS



### COMPLIANCE & COMPATIBILITY

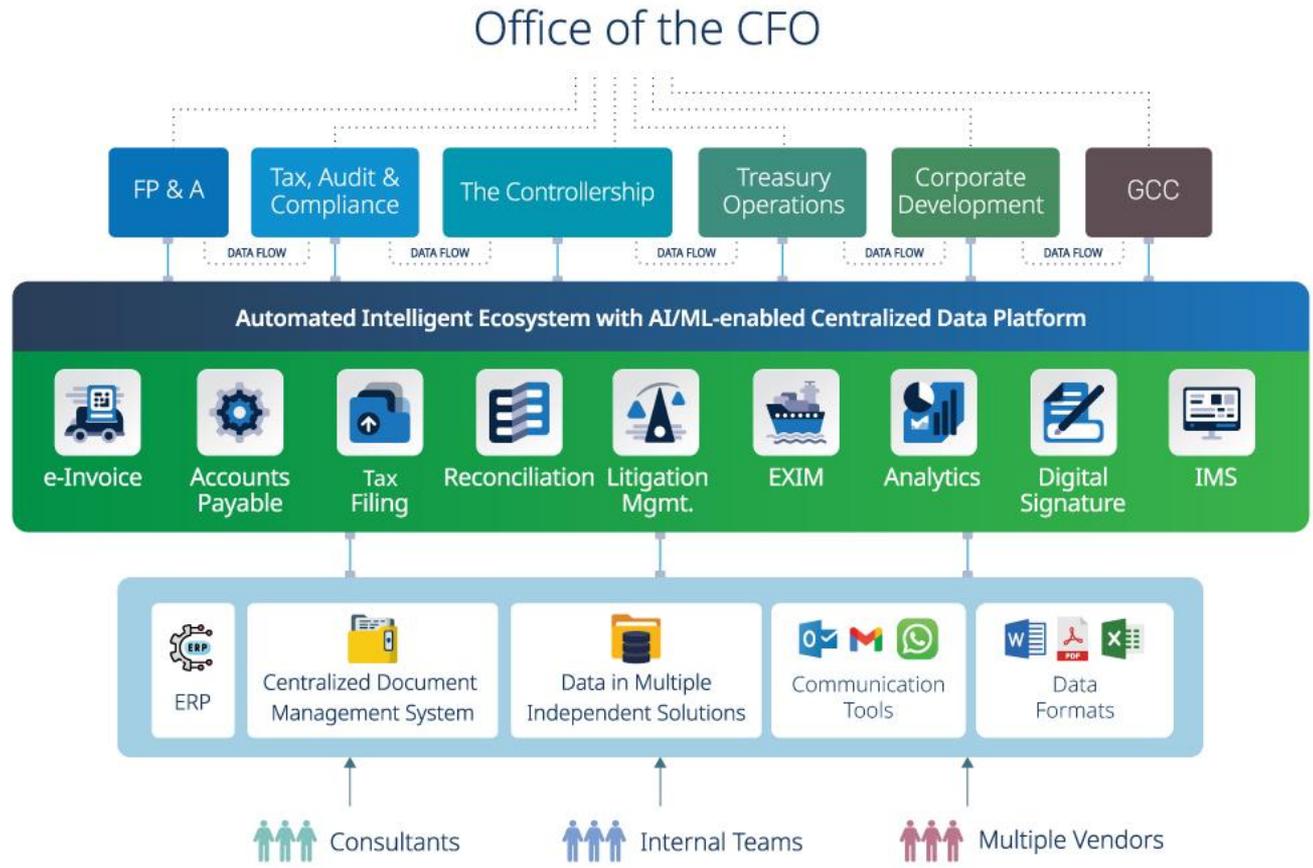


### ASSOCIATION



\* Accreditation-in-Progress

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