

# Revolutionising customs at DB Schenker with AI

DB Schenker operates a skilled team of customs experts across 34 countries. Navigating the complex world of customs can be challenging, with costly penalties for mistakes. Despite ongoing digital transformation efforts, the customs sector remains largely paper-driven, with limited technological advancements since the 1980s when declarations moved to computers. In response to the need for simplifying complexities and ensuring compliant, efficient filings, DB Schenker has actively explored and piloted various AI-driven solutions in recent years.

## Challenge

Customs authorities across Europe are demanding increased digitisation and enhanced data for risk analysis. However, with unstructured (often scanned) documents dominating the landscape, manual efforts to structure data are intensifying. This comes amidst labour shortages and mounting time pressures.

Current data extraction solutions rely on templates or extensive AI model training, making it difficult to generate business benefits in an environment where each document may have a different layout.



## Solution

DB Schenker partnered with Customaite to create a digital platform and innovative workflow. In this solution architecture, DB Schenker's in-house tools integrate with Customaite to achieve significant efficiency gains. Customaite prepares the necessary data for customs declarations, seamlessly integrating into Schenker's workflow. The AI-driven solution is human-assisted, ensuring that customs experts guide the AI in cases of uncertainty, combining automation with human expertise to maximise accuracy and compliance.

## Up to 90% efficiency gains

Customs declarations vary greatly, from simple cases involving a single item to complex cases with hundreds of lines across multiple documents. The manual effort required depends on this input, with complex cases often taking hours or even a full day to prepare. Customaite has demonstrated efficiency gains of up to 90%, reducing preparation time from several hours to just 20–30 minutes, especially in large, complex cases.



## Key Benefits



### PRODUCTIVITY BOOST

Teams accomplish more, faster, with fewer errors, enabling them to take on additional responsibilities with confidence.



### FUTURE-PROOF SOLUTION

Customaite integrates advanced technologies, continuously enhancing efficiency and adapting to future challenges.



### EFFICIENCY UNLEASHED

Increased efficiency enhances customer experience and facilitates rapid market expansion.



## How Customaite made the difference

Customaite stands out through several key factors. Its 'out of the box' AI delivers strong performance, while its user-friendly interface enables declarants to quickly adapt, offering a low learning curve and rapid business value. The team's deep understanding of customs processes facilitates effective communication and tailored solutions. Additionally, Customaite's collaborative approach fosters a strong partnership where both parties work toward mutual success, ensuring that solutions are efficient and aligned with business needs.

## Don't take our word for it



*"Customaite enables our employees in customs declaration departments to work more efficiently, allowing them more time to focus on the important compliance tasks that skilled customs professionals should be handling."*

**Chris Clayton**  
Business Improvement  
for Customs Europe

