CUSTOMAITE

EORI (UK) LIMITED

How Customaite transformed a legacy customs process at EORI UK.

EORI UK, a recognised leader in customs consultancy and brokerage, processes thousands of declarations every week. With increasing pressure to handle more volume at lower cost without sacrificing compliance or quality, the company sought a smarter, scalable solution.

Their ambition?
Taking a head start in the customs market by adopting the right A.I. technology earlier than the competition and increase competitive edge. EORI UK wants to increase customer experience by working faster, with maximal compliance and without putting more stress on their people.

Challenge

Despite having a seasoned team and robust systems, EORI UK still faced key inefficiencies:

- **Over 60% of declarations** required manual review.

- Outsourcing the work to an Eastern European company had some disadvantages: costly, time loss, quality issues.

- Experienced staff were overwhelmed by **repetitive validation** work.

- Ability for growth was hampered by staff availability

"Customaite for us is the power tool for handling customs declarations as opposed to marker pens and rulers. So, if we want to call it A.I., we call it A.I. because I think it's quite fashionable to do that. But to me, it's a power tool for customs."

Robert Hardy, *CEO & Founder, EORI UK*

Solution

Customaite was introduced as a **human-assisted AI layer**, seamlessly integrating with EORI UK's existing workflows.

» **Real-time decision engine** triages and prioritises declarations based on context and risk

» **Automated filtering** removes non-actionable entries from the expert queue

» **No rip-and-replace:** fast deployment on top of existing customs software

» **A.I. that learns** from human decisions to get smarter over time

In essence, Customaite became **an intelligent co-pilot** for every customs specialist at EORI UK.

"What Customaite allows us to do is to keep it fun, keep it realistic, keep it entertaining for the staff."

Robert Hardy, *CEO & Founder, EORI UK*

Results & ROI

» **75% time savings** per standard declaration, from **minutes saved per file up to several hours**

» **80% of declarations require no frontier intervention**

» **4x faster** customs handling process end-to-end

» **30% fewer errors**, thanks to standardised, logic-based decisions

» Staff now spend **70% more time** on high-value tasks that require human insight

Key Benefits

SMARTER DECISION-MAKING
Customaite understands context, so your experts only focus on what truly needs attention.

OPERATIONAL EFFICIENCY
Fewer bottlenecks, faster throughput, no extra headcount.

SCALABLE GROWTH
As volumes rise, your system gets stronger, not slower.

PEOPLE-FIRST AUTOMATION
Experts stay in control. AI assists, but doesn't replace.

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Why Customaite worked for EORI UK

Customaite didn't just digitise EORI UK's process, it redefined how their teams work. It brought intelligence into triage, restored focus for experts, and made customs work faster, sharper, and more rewarding.

Don't take our word for it

"Customaite makes the data work for us, instead of us chasing the data."

Robert Hardy
CEO & Founder, EORI UK

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Ready to start?

Ready to reclaim time and scale with confidence?
Let's talk. Discover how Customaite can transform your customs operations, just like it did for EORI UK.