

Automation & growth: How Descartes e-Customs™ transformed Magnum Logistics customs operations



By adopting Descartes e-Customs, Magnum Logistics - a leading UK-based logistics and supply chain specialist - replaced manual customs processes with a fast, cloud-based solution that automated key workflows and reduced errors. With Descartes e-Customs Magnum Logistics handles greater volumes, improved accuracy, and expanded its customs services, all while cutting outsourcing costs and increasing responsiveness to customers. The result: faster, smarter, and more scalable customs operations.

“Working with Descartes as a third-party partner has been an excellent experience. Their collaborative approach made the integration process smooth and supportive. Throughout our learning curve with the system, Descartes provided personalised, one-to-one solutions that addressed our specific challenges. Their team took the time to understand our unique requirements and worked closely with us to ensure we could fully leverage their platform’s capabilities. This hands-on partnership approach not only accelerated our implementation but also built our confidence in managing the system independently.”

Eddie Ryan

Commercial Director, Magnum Logistics Ltd.

Company Profile

Magnum Logistics
Logistics Service Provider

Descartes Solution

Descartes e-Customs™

About the Client

Magnum Logistics is a UK-based logistics and supply chain specialist operating from its state-of-the-art facility at London Gateway. The company provides a full range of transport, warehousing, and customs services for clients across multiple sectors. With a strong focus on efficiency, accuracy, and customer service, Magnum Logistics combines advanced technology with hands-on expertise to deliver tailored logistics solutions. Its strategic location within London Gateway’s Logistics hub enables seamless import and export operations, supporting clients with end-to-end visibility and reliable international trade flows.

Quick Overview

Challenge

Legacy systems and manual processes limited efficiency and business grow

Results

- Significantly faster processing through automation and bulk uploads.
- Reduced errors with instant error identification and autofill.
- Complete flexibility via secure SaaS cloud access anywhere.
- Full control in-house, ending the need for outsourcing.

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Challenge

Magnum Logistics had been operating a legacy customs platform inherited from a sister company. While functional, it required repetitive manual tasks, from job-by-job document to complete data entry. As the business grew and expanded into bonded warehousing and External Temporary Storage Facility (ETSF) operations, these inefficiencies became a bottleneck. Limited automation meant slower processing, higher error risk, and dependence on outsourcing to manage workloads. The system couldn't support the company's plans for growth or its need for accuracy and agility. Magnum Logistics needed a flexible, scalable customs solution that could automate routine tasks, minimise errors, and empower a small team to handle more volume efficiently.

Solution

To streamline its customs operations, Magnum Logistics adopted Descartes e-Customs, a SaaS based platform designed for automation, accuracy and flexibility. The implementation replaced time-consuming manual processes with smart digital workflows, automating tasks like printing T1 forms, uploading large data files, and using pre-set templates to streamline declarations.

The new system's autofill and error flagging tools have reduced mistakes and cut down on rework time. Instant validation messages make it easy for users to identify and correct issues before submission, improving turnaround times and maintaining compliance standards.

Because the solution is cloud-based, the Magnum Logistics team can now log in securely from anywhere, whether at the office, on-site, or remotely, ensuring seamless service continuity. This flexibility proved invaluable for maintaining responsiveness and meeting customer deadlines.

Descartes provided hands-on guidance, ensuring the team understood every feature and could operate independently. Ongoing training, webinars, and direct access to a responsive support team have kept Magnum Logistics confident and productive as they expand their customs operations.

"We're proud to partner with Magnum Logistics on their digital customs journey. Their willingness to embrace automation and cloud technology has allowed them to scale rapidly and deliver outstanding service to their clients. Our goal with e-Customs is to make complex customs processes simple, fast, and reliable, and it's rewarding to see how that's translated into real growth for Magnum Logistics". Liam Burke, Solution Consultant, Descartes.

Results:



Significantly faster processing

Automation and upload templates have cut manual entry times dramatically. Tasks that once took hours now take minutes, freeing the team to focus on customer service and strategic growth.



Complete flexibility

With cloud-based access, staff can log in from anywhere on any device. This remote capability ensures business continuity and responsiveness, even during unexpected disruptions or high-demand periods.



Reduced errors

Autofill and instant error notifications help staff quickly identify and correct issues, ensuring accuracy and compliance. This has reduced rework, prevented delays, and improved reliability for clients.



Full control in-house

By bringing previously outsourced customs jobs back in-house, Magnum Logistics has increased visibility, improved accuracy, and achieved significant cost savings, strengthening competitiveness and customer trust.