

CLIENT SUCCESS STORY

ERP CONNECTIVITY

A MAJOR HOUSEHOLD GOODS MANUFACTURER REDUCES COSTS AND INCREASES EFFICIENCY IN THE MANAGEMENT OF TRANSPORTATION PROCESSES

Client Snapshot

The Client is a leading manufacturer of consumer household goods and commercial cleaning products, fulfilling large volume orders for customers like Walmart, Sam's Club, and Target stores. A small sampling of goods manufactured by the client include gardening tools, lawn care tools, laundry detergent, laundry starch, and furniture care products.

The Challenge

In 2008, the Client presented eShipping the challenge of streamlining outbound shipments to help meet increasing demands of the marketplace. On-time delivery is a critical component to cost management, as big box retailers such as Walmart and Sam's Club only accept the arrival and unloading of product during a narrow and specific window of time. They do not accept late or early shipments, and there are monetary penalties attached for each occurrence. To meet customer expectations and maintain on-time performance standards for all deliveries, the Client had a team of full-time staff dedicated to manually evaluating and processing each shipment. Furthermore, their customer base exceeded 1,500, and each of them had a preferred routing guide. This allowed for only specific carriers to deliver, limiting the ability to choose the true least cost carrier for each shipment.

The Solution

eShipping determined the solution hinged on a streamlined information flow between internal processes and the ability to receive real-time information for every order shipped. This information included carrier options, transit time, costs, hours of operation, terminal information, and mileage, and most of it existed outside of

the company's current ERP system. By fully integrating the eShipping Transportation Management System (TMS) into the existing ERP system at the Client's facility, all information would be optimized and a custom routing guide established for efficient management of time, costs, and customer expectations.

The Results

Within 120 days, a filtering program was configured and implemented to sort the thousands of customer requirements in mere seconds. In the new system, when an order is created with the Client, it feeds directly into the eShipping TMS, which processes each shipment by customer, must arrive by date (MABD), transit time, weight, class, origin, and destination. The TMS filters any carrier that cannot meet these requirements, which eliminates unauthorized carrier deliveries, reduces interlines, and early or late freight arrivals. By integrating technology, labor costs and employee time were cut to a fraction of what they were prior to implementing the program. And by creating a solution that allowed the Client to efficiently manage their logistics costs, the company's commitment to providing exceptional customer service was enhanced even further.

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