

CASE STUDY:

elanders americas.

A COMPLETELY CUSTOMIZED SOLUTION ALLOWS SHIPPER TO MANAGE EXPLOSIVE GROWTH ACCURATELY WHILE SAVING BOTH TIME AND MONEY

AT A GLANCE

- Established world-wide supply chain management company expands into US
- Experienced immediate, explosive growth; needed a scalable system to grow with them
- Needing to start printing large number of labels immediately
- Lacked ability to accurately quote final bill due to complex rate logics
- No ability for detailed reporting
- Shipstore quickly created detailed reporting system, helping them improve accuracy
- Result has been a completely customizable system that allows them to manage their growth, report accurately and implement off-hours label printing to improve efficiency



the problem

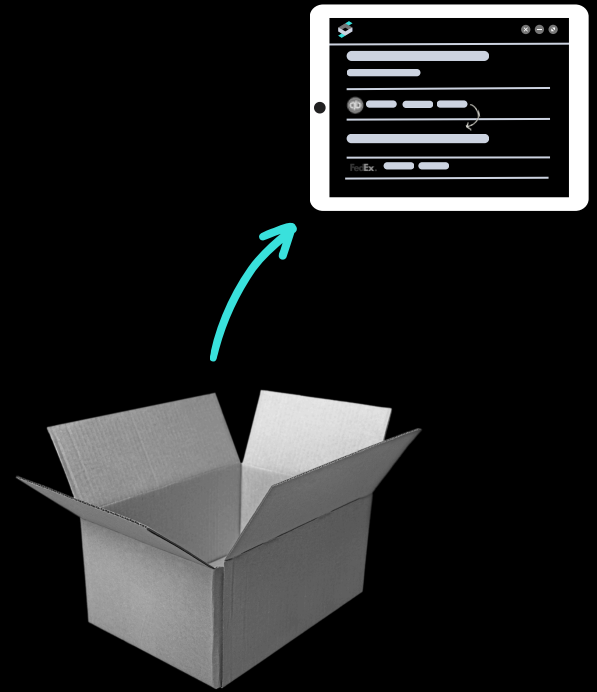
Elanders was already a well-established name in supply chain management when they opened their US branch. While relatively new to the States, they already had a large customer base who had immediate shipping requirements. They needed to be able to complete accurate and timely fulfillment with complicated rate logic extremely fast. Some of their clients were growing their shipping needs so rapidly that Elanders was struggling to keep up with the growth. One client had grown in a single month from shipping 3,000 packages to 20,000 per day. Elanders also needed to be able to offer all of their customers deep-level reporting, something they currently didn't have at all. This reporting needed to be customizable according to each client's needs. There was no margin for error. The current method of manually adding the many shipping variables for different clients was costly for them, both in time spent and potential lost dollars in incorrect customer billing.

the solution

When Shipstore was brought in to Elanders, we knew immediately that any solution for them would need to be created and implemented quickly in order to address their already immediate customer needs. Our initial, cloud-based solution for them was completed and performing in two weeks' time. This allowed both accuracy and robust reporting for their customers to track based on need. We constantly adjusted and built tools for their needs, including a verification tool for checks and balances, as well as a custom value-added email tool that they can offer to their clients. Shipstore created a very accurate and detailed rate management tool that allowed Elanders to quote exact pricing, despite the numerous and complex rate logic of their many clients. Additionally, they were given detailed and customizable billing and reporting tools. As Elanders grew, they needed a system that could quickly scale with them, and moved to our robust, customized Enterprise solution. Shipstore has made constant adjustments for their growing needs, even working on-site with them to make sure they are fully trained and receiving the custom solution that best meets their needs.

the results

As Elanders worked to manage their explosive growth, they were able to implement a management and reporting system in a very short amount of time. Some of their clients were growing by as much as 80%, and they were able to handle that growth with complete accuracy. They have virtually removed costly errors due to manual entry error, and now provide their clients with easy, real-time reporting. There are no longer costly downtime errors due to label printing bottlenecks. Elanders has a partner in Shipstore that ensured they received and fully understood the system that best met their needs.



WHAT THIS COULD MEAN FOR YOU

If you find yourself with growing pains as you try to navigate your shipping needs, just like Elanders, you can discover measurable cost-savings through Shipstore. Let us help you be rid of the headache of wasted time and money and bring calm and confidence to your process!

Call us at [\(816\) 781-5100](tel:8167815100) or visit us at [Shipstoresoftware.com](https://shipstoresoftware.com) to schedule a demo.

