



The Challenge

Boosting Efficiency While Improving the Customer Experience

Highlights

- Dramatically reduced shipment processing time
- Allowed for better communication with customers
- Gained access to valuable data

As a global leader in dry bulk and liquid storage systems with customers on six continents, this Shipwell user serves an extensive network of high profile projects worldwide. As such, delivering the best possible shipping experience has always been a high priority, but with a two man team for managing all outbound shipments, their manual processes needed an upgrade in order to streamline operations.

Addressing inefficiency in workflows

Collecting bids via email, putting them into Excel, finding the best rate, and then emailing back and forth to confirm information and book the shipment, existing complex manual processes would take them two days to complete. They were looking for a TMS that would give them more time to focus on other important tasks.

Increasing visibility into shipment status

The ability to manage and eliminate service anomalies before they develop into costly disruptions is more important than ever. However, with little insight into the status of their on-time-delivery (OTD) and on-time-pickup (OTP) status and a reactive approach to exception management, identifying those anomalies was problematic.

Identifying new opportunities

With the manual processes being used, managing or improving their various processes was a challenge, and the lack of reliable information was creating friction for other departments, such as sales. Uncovering cross-department opportunities for improvement was a high priority.



The Solution



Experiencing Instant Time Savings With Shipwell

Partnership impact

88%

reduction in time spent on
shipment management

For more information on how Shipwell can help you to create greater efficiency in your shipping process, schedule a demo today.

[Get a demo](#)

Automated bidding process

By consolidating all of their shipping processes on Shipwell's platform, the client has taken much of the manual process out of the equation since day one. Able to create loads, send to preferred carriers, collect bids, select the best fit, and then instantly create an accurate Bill of Lading has taken a process that used to take days out of their week, and reduced it to just 2 hours.

Real-time tracking and updates

Through Shipwell's ELD integrations, they can now instantly see when a shipment is outside of expectations, and can respond proactively to open a line of communication with the driver or carrier to address any issues. This improved visibility into shipments has allowed them to better share expectations with customers, and improve relationships.

Advanced data and analytics

With all information in one place, the shipping managers are now quickly able to identify high and low performing lanes to identify pricing opportunities. Plus, by being able to quickly view the top locations they are currently shipping to, their sales team is able to better target potential customers and improve price estimates.

Conclusion

Efficiency in the shipping process is important for any business — and even more so when working with limited manpower. Shipwell's platform makes it possible to not only greatly reduce the time it takes to complete shipments, but also gain valuable insights into performance and pricing to save money, provide better service, and optimize workflows.