



# SHIPrq

## TRANSFORMS OPERATIONS FOR GLOBAL AUTOMOTIVE MANUFACTURER



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An industry leading automotive manufacturing company was struggling to find a provider that could meet their growing and complicated list of requirements. That is, until they made the decision to reach out to a more specialized service company known as SHIPrq.

An on-site evaluation was conducted to review the shipping operations from end to end. Even though many providers will refuse to go on-site in our post covid business environment, SHIPrq still accepts these requests because they can be key in uncovering optimization opportunities that the customer may not already be aware of.

Following this review was a week-long series of brainstorming sessions which uncovered several areas for improvement, and in some cases- total transformation.

These included (but were not limited to) the following:

- A fast and efficient way to update custom LTL Rates.
- Default carrier parameters.
- Auto population of line-item data to allow quick input of multiple items on one order.
- Full writeback mechanisms to dual host systems.
- Custom rate groups including advanced logic.
- Support of up to 15 locations.
- Custom analytical reporting with key metrics.
- Addition of carriers that were not native to their software which required custom connections.



Per the client's request, SHIPrq broke each category into its own separate change request and delivered 8+ SOWs the following week with full details, deliverables, and fixed costs.

Following approval, they were able to begin work without hesitation and assign multiple resources in order to double up on the tasks at hand.

A process was put in place for the LTL rate update requests which was not only cost effective, but took the responsibility away from the customer's team, which was already extremely busy with other things.

The default carrier parameters, auto population data, and custom rate groups were handled in succession which saved time and enabled these implementations to be completed far ahead of the deadline proposed by the customer.


Thanks to SHIPrq's highly experienced Senior Implementation team, the writeback to both host systems, along with the custom reporting build-out and addition of custom carrier modules was implemented, tested, and deployed without a single issue.


The final piece of the puzzle, which involved coming up with a way to effectively support 15 locations, each with their own time, zones, specializations, and regional carriers, could not have been realized without the flexibility and accommodative methodology that SHIPrq is known for.


While many providers would have simply offered a "one size fits all" support contract, no different from the options offered to all their other customers, SHIPrq was able to come up with a contract which accommodated for all the aforementioned factors and made sense from a budgeting perspective as well.

In the end this not only helped to Transform the Automotive manufacturer's operations, but gave piece of mind that they finally have a provider they can build a lasting relationship with for several years to come. SHIPrq prides itself in extending this mentality of building working partnerships to all their customers.



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**SHIP**rq



**CASE STUDY**