



# RENOVATES ENTERPRISE SHIPPING SOFTWARE FOR LUXURY BRAND HOLDINGS



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You've invested thousands in an enterprise shipping software, but years have passed without being able to use it as intended. Replacement cost is astronomical, and time is running out. This is the scenario Luxury Brand Holdings found themselves in before making the decision to call SHIPrq.

They were greeted with a meeting that included SHIPrq's President, Head of professional Services, and a top Tier Senior Level Software Engineer. A full "bumper to bumper" evaluation of their implementation was conducted immediately.

It quickly became apparent that SHIPrq was a company which prioritizes the comprehensive plan and adapts to the individual needs of its customers rather than trying to create a "one size fits all" solution.

Several pain points were identified which required unique and creative solutions. Before even putting pen to paper on an annual support contract, SHIPrq began working on these solutions in order to help meet the Holiday rush which was rapidly approaching.

Finally, the advantages of using a state-of-the-art shipping software were becoming a reality and the initial investment was paying off.

Mike Simone, Senior Director of System Development for Luxury Brand Holdings, Inc. reflects on his experience working with SHIPrq and the immediate improvement due to their expertise and accommodation.



*“After several years of frustrating support experiences on our AgileElite shipping solution, SHIPrq was the breath of fresh air we needed. The combination of expertise and personal attention was exactly what we’d been missing. The support transition process was quick, painless and informative, and they immediately provided recommendations to help optimize our operation. Within weeks of signing on, they had already helped us resolve several issues much more quickly than anyone had before. We now have much greater confidence in our ability to rely on our shipping solution, both for current and future needs, and rest much easier knowing we can count on SHIPrq to help us navigate any problems that lie ahead.”*

After SHIPrq addressed and solved all of the major issues that had been frustrating Luxury Brand Holdings for years, they quickly transitioned to optimizing and creating new functionality that allowed for a greater ability to handle the ever-changing currents of the transportation industry.

Following these victories, Luxury Brand Holdings was faced with another challenge that couldn’t be avoided. The Software they were using was rapidly approaching its end of support date from its developers.



**Mike Simone**

**Sr. Dir. Systems Development at Luxury Brand Holdings, Inc.**

Fortunately, SHIPrq had a solution for this as well. Rather than replacing the existing software entirely and completely abandoning all the hard work and investment made up to that point, they worked with the system developers to offer a reasonable, cost-effective upgrade to the latest and greatest offering which could re-use much of the existing functionality of the original system.

Ultimately this saved significant cost, time, and mitigated the risk of wading into the uncharted waters of installing an entirely different piece of software from a completely new provider.



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