



A leading industrial supply chain solutions provider leverages Aurionpro's SCMProFit to improve visibility, enhance SLAs, and delight customers with e-booking portal

The Client

The client is a leading global provider of industrial supply chain solutions. Founded in 1864 and headquartered in France, it's worldwide network spans 56 offices in 20 different countries.



Challenge

- Synchronizing data from different locations at periodic intervals
- Providing centralized visibility to the client's global customers
- Booking shipments online through a global booking portal



Solution

- SCMProFit deployment enabled synchronization and efficient management of centralized data for 56 geographically dispersed business units
- Created a bi-directional interface layer between SCMProFit and the client's transactional system
- Enabled booking through in-built booking portal

Results

Increased number of overseas shipments to 200,000 and volume to 170k TEUs -Twenty Foot Equivalent Units by enabling e-booking



Increased revenue to 230 €m annually by maximizing productivity

Improved ability to meet customer SLAs through real-time sharing of information



Improved customer service by enabling higher visibility and transparency

Enabled competitive advantage through centralized order processing



Aurionpro's SCMProFit enables centralized data management, seamless order processing and online shipment booking

A leading French provider of industrial supply chain solutions operates from 56 geographically dispersed offices, catering to worldwide clients. This requires data synchronization across multiple sources to ensure hassle-free order booking and complete visibility into client order status. To achieve this objective, the client was looking to implement a global booking portal to enable online shipment booking and tracking.

The client partnered with Aurionpro to leverage its deep domain expertise in streamlining operations and maximizing productivity. Aurionpro deployed SCMProFit – an integrated logistics product suite - to provide a bi-directional visibility layer over the client's transactional system, integrating seamlessly to showcase shipment data directly to customers. SCMProFit enabled the client to efficiently deliver the following services:

- Order Management
- Sea Freight and Air Freight Services
- Customs Brokerage
- Forwarding and Logistics

Hassle-free e-booking of shipments through SCMProFit's global booking portal has significantly increased the number of overseas shipments to 200,000 and the volume to 170K TEU's (20').

The solution enabled periodic synchronization of data from 56 offices in 20 countries to implement a centralized and efficient management framework for superior customer service and satisfaction. Real time information sharing led to higher transparency and superior decision making, giving the client a competitive edge in a crowded marketplace. The client has also been able to maximize workforce productivity and now supports revenue to the tune of 230 €m annually.

"We are a 4PL provider offering unique services to our customers. SCMProFit-VIEW is one of the extensions of our IT System, oriented towards our customers. Aurionpro's development team was at the forefront to implement a unique solution which interfaced with our back-end/operational system on a real time base. 100% of the shipments have since become visible to our customers in real time."

- IT Manager, Client organization