Large Insurance Provider Reaps Big Benefits with Logistyx Desktop Shipping

Responsive small package shipping plays a leading role in building business for this mutual company (the Company), a large insurance and financial services provider that services 75 million policies and accounts throughout the U.S. and Canada.

Every day, nearly 70,000 employees and more than 20,000 agents work together to support sales and customer service activities. Product and service information is typically sent out via small package delivery from the Company's network of 24 corporate offices, operations and service facilities.

CHALLENGE

The Company wanted a more efficient, cost-effective way to handle the high volume of non-warehouse small package shipments being sent from offices and other locations. The existing process was manually driven:

- Employees chose carriers without access to cost/delivery details. They also filled out a five-part, handwritten form and sent it with the package to the mailroom.

- The mailroom or shipping staff keyed the information from the handwritten form into the shipping system, and

sent each employee an email once the package was processed.

- End-of-day manifests were printed from each standalone, carrier-provided shipment manifesting system to address shipment tracking questions.

This process was time-consuming, potentially error-prone and provided limited visibility into shipping activities. This made it tough to identify opportunities for improvement.

SOLUTION

After reviewing several options, the company opted to roll out the Logistyx multi-carrier shipping software solution in all corporate locations, operational and support centers. "The Logistyx shipping software solution was performing well in our regional service facilities where we process 5,000 to 7,000 shipments per day," said the company's business automation analyst and project team leader, "We decided it would work well in all our locations."

"When you eliminate manual processes across a network of 68,000 employees and 24 facilities, the potential savings in time and labor are tremendous."

– Company Project Manager

The Logistyx solution included the multi-carrier software solution installed on the company's server network and a desktop shipping solution that allowed employees to process a shipment from any computer workstation. This has delivered many improvements:

- **More informed carrier selection options.** Employees can simply log in to the desktop shipping solution, enter their shipping details and view all possible carrier service options and costs. Significant cost savings come into play

as employees can now see, for example, that in some cases standard Ground Service offers the same time-in-transit as Next Day Air, for a much lower cost.

- **Elimination of handwritten documents.** Handwritten forms are eliminated. The desktop shipping solution prints out a barcoded document for the shipment.

- **Rapid processing.** The barcode and the package are scanned and processed on the system in the mailroom. All required documents and labels are automatically generated by the system.

- **Auto-generated emails.** Email messages with tracking numbers are auto-generated by the system and sent to the employee/sender so they can easily track their shipments.

- **Better visibility.** Detailed shipping information is captured by the system and stored for reporting and analysis.

A MORE COMPLETE PICTURE

According to the project manager, actual non-warehouse shipping volume across all departments was difficult to quantify with the old system. Now, with all facilities using the Logistyx multi-carrier shipping system, it is easy to determine how many packages were shipped, by which department and employee, on a day-to-day basis.

Logistyx Desktop Shipping has enabled this company to automate the processing of all non-warehouse and office shipments, totaling 1+ million small package deliveries per year.

"Our true shipping volumes were even higher than we'd anticipated," said the project manager. "Volume from all the offices and facilities totals over 1,000,000 packages a year. The detailed information we receive, allows us to analyze shipping patterns and further improve on shipping practices throughout the company."

RAPID PAYBACK

"One of the biggest benefits was gained by putting shipping cost and delivery information into the hands of the employees," said the project manager, "This has provided them with accountability and the ability to manage their workload differently."

BENEFITS

Automated the processing of more than one million non-warehouse shipments per year.

Eliminated manual, paper-driven processes related to shipment processing, tracking and cost analysis.

Gave all employees access to easy carrier rate shopping so they can choose lower cost options.

Gained company-wide visibility over all shipping activity.

Freed up staff to perform other duties rather than hiring additional employees or temporary staff.

ABOUT LOGISTYX TECHNOLOGIES

Logistyx Technologies offers flexible multi-carrier shipping software solutions that help companies reduce order-to-delivery costs while boosting efficiency and choice. For more information, visit www.logistyx.com.

Contact Logistyx to streamline your shipping operations.

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