


INFORMATION TECHNOLOGY CASE STUDY

The Leading Enterprise for Business Process and Document Management Enhances their Shipping Operations

xerox  The world's leading technology and services in business process and document management, Xerox is at the heart of enterprises small to large, giving their clients the freedom to focus on what matters most: their real business.

CHALLENGE

Recently, the Xerox supply chain changed dramatically. In the past, deliveries were made to distribution centers, but now they are made directly to the customer. As a result, the number of addresses has increased to potentially include every address in Europe. Xerox needed a shipping solution that could handle multiple carriers in one system.

We have truly outsourced a part of our logistics process to Logistyx Technologies.

SOLUTION

Designed to cope with the demands of the ever-changing shipping environment, Logistyx Transportation Management Execution™ (TME) supports the tariffs, services and documentation for multiple carriers. Any change required by selected carriers is automatically updated. Web enabled, TME links different workstations via an IP network.

Shipping departments can have access to all of their carriers from one or more workstations while other departments can access the information remotely.

With email notification upon delivery as well as pending deliveries, each department can track their own shipments.

"Logistyx offered the most complete solution and most of the questions I had were answered during our first meeting, meaning we were already well on the way."

— Eric Van Melick, Project Manager

RESULTS

- Productivity and customer satisfaction has improved, as the recipient can be updated with information regarding shipments from warehouse to delivery.
- Xerox went from tracking shipments using 10 different websites for 10 different carriers down to just one system for all carriers.
- With automatic carrier updates on their new system, Xerox now knows their system will meet all of the constantly changing carrier specifications. This allows their shipping environment to be more efficient.