



**MANUFACTURER CASE STUDY**

# Faes Group Automates Transportation Planning and Improves Customer Service with Logistyx

**FAES GROUP**



**Faes Group is the leading manufacturer and consultant of custom**

**sustainable packing solutions in Europe, providing flight cases, boxes, containers, racks and more to meet the packing and transportation needs of some of the world's largest and most well-known organizations, which are sold under Faes Cases, SKB and FPC Beyond Packaging.**

Founded in the Netherlands in 1987 by Johan Faes, Faes Group has enjoyed consistent year-over-year growth and now works with myriad suppliers, partners and distributors – all of whom are dedicated to innovating packing design for everything from musical instruments to microchips. Each Faes Group customer, regardless of industry, enjoys peace of mind, knowing their products and accessories are protected when in transit.

## CHALLENGE

Faes Group's staff was manually planning its transportation: physically creating each transport order, calling a large number of carriers to verify pricing and schedule transport, and tracking transport movements through phone calls and email exchanges with carriers' customer service teams. Carrier invoice discrepancies were also managed manually, requiring an inordinate amount of time to resolve.

With such a large percentage of Faes Group's team dedicated to transportation, delivery service faltered when the company began to sell products through commerce sites including Amazon, and pressure mounted.

Said Johan Faes, the founder and director of Faes Group, "Amazon speeds up the process, and if you do something wrong, you get hit hard. If you don't get your house in order, you can't sell to a customer like Amazon."

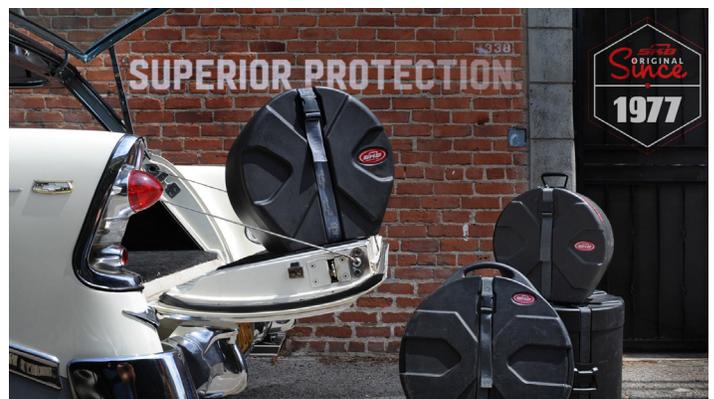
Faes Group knew they had to change their supply chain operations or risk losing customers and employees. To meet increasing demand while maintaining high levels of customer service, Faes Group sought to automate its supply chain operations with transportation management execution software.

*"Amazon speeds up the process, and if you do something wrong, you get hit hard. If you don't get your house in order, you can't sell to a customer like Amazon."*

- JOHAN FAES, FAES GROUP

They turned to Logistyx for help in accomplishing these primary goals:

- **Eliminate daily manual operations** and reduce time and manpower in end-to-end shipping
- **Seamlessly integrate** with a large number of carriers
- **Automate and accelerate carrier assignment** and transport orders
- **Improve transportation efficiency** of all orders departing from the Netherlands to worldwide destinations



- Obtain visibility over outbound transportation to identify delays and highlight deviations
- Enable quick and automatic exception management to maintain customer service levels
- Improve freight auditing and carrier tracking
- Increase supply chain agility and the ability to respond quickly to increasing order volumes
- Maximize efficiency of staff

## SOLUTION

After a couple of failed starts with various supply chain technology applications, Faes Group ultimately chose Logistyx TME to integrate with their large carrier network and automate their end-to-end shipping processes.

With Logistyx TME, Faes Group gained the ability to meet increasing order demands without adding staff by automating and optimizing transportation management. Immediate benefits included lower labor costs and improved customer service.



In addition, with automated carrier booking and compliance as well as track and trace functionality in the platform, the team has directed their attention away from carrier communications and exception management and can focus on other value-added activities in the warehouse.

Said Faes, "The need for information is growing. Customers want shipping information earlier and earlier. Now, we can use

the system to handle it. We save time on daily operational tasks such as transport booking and track and trace, and we haven't increased headcount. Had we not implemented the Logistyx solution, we would have inadvertently grown into one big supply chain management office."

Equally important, the new system has also decreased shipping costs. With TME's "what if" analyses, the team can quickly identify the least expensive way to ship product while meeting delivery deadlines, and also simplify the complexity of freight bill auditing by running dedicated audits on all carrier invoices, automatically matching shipment data with pre-invoice data.

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This visibility into carrier activity and performance — including extra and unforeseen costs — allows Faes Group to verify invoice accuracy before issuing payment. Faes noted, "Carriers don't always measure performance correctly. Now we feel in control when we pay the transportation bills."

## SUMMARY

Today, Faes Group cites shipping operations as a key ingredient to their successful omnichannel distribution strategy. By automating transportation management, Faes Group estimates they have achieved significant savings in transportation and labor costs and realized a quick ROI.

In addition, Faes Group customers as close as Europe but also as far as the Middle East and New Zealand benefit from consistent delivery speed and reliability, reinforcing one of the Faes Group's core brand tenets: peace of mind.



Logistyx Technologies offers flexible multi-carrier shipping software solutions that help companies reduce order-to-delivery costs while boosting efficiency and choice.

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