

Client Case Study

"Firstly the IFS SmartFreight® implementation was totally incident free. The previous operation had been mainly a manual process, but with assistance and guidance from local IFS staff, the transition went very smoothly, in large part due to the simplicity of the system.

The multicarrier aspect of IFS SmartFreight® excels in the production of compliant carrier documentation with labels being clear, precise and well formatted. Having the ability to quickly check on previous despatches by date, volume, delivery address has allowed for a better response to customer service department enquiries thus freeing up valuable resources.

With many hundreds of despatches shipped weekly IFS SmartFreight® is more than capable of meeting the demand for a ten fold increase.

Personally I believe any company would find immediate and continuing benefits by using IFS SmartFreight® to control all aspects of their transport requirements."

John Mackle

Warehouse and Distribution Manager

Australian Fine China

94 Pilbara Street, Welshpool, Perth, WA 6106

www.australianfinechina.com.au



Summary

Key Objective: To alleviate all manual processes in managing freight

Key Achievement: Increased despatch efficiencies and major freight cost reductions across all carriers

Industry: Australian Fine China offers a comprehensive range of table top specifically designed to cater for the needs of the small coffee shop to the largest and finest of hospitality venues

Solution: IFS SmartFreight® Professional

Provider: Interactive Freight Systems

Client Overview

Australian Fine China has been in existence since 1927. Originally established as a manufacturing company, it continued to produce chinaware in its Perth factory until 2006, when it relocated to a warehousing and distribution facility, with production now in China, UAE, Luxembourg and Germany.

Chinaware, glassware and cutlery items are sold wholesale and retail (approx 1300 sku's) both within Australia and worldwide.

Total annual freight spend is approximately \$350k.

Objectives

- To eliminate completely the manual process of processing and despatching freight
- A future proofed Transport Management System being user friendly, robust and cost effective
- Ability to provide customers with accurate freight quotations in a timely fashion
- Increased customer service response times to accurately answer clients enquiries on freight movements through Proof Of Delivery

Solution

- IFS SmartFreight® focusing on carrier selection, compliancy, transparency, ease of use and electronic trading with all transport providers

Achievements

- One system compliant with all major transport carriers.
- Significant freight cost savings through time efficiencies, accurate carrier data, and robustness of system
- Instant access to carriers freight tracking facilities direct through IFS SmartFreight® instant search function.
- Automatic ASN (Advanced Shipping Notice) email sent to customer advising impending delivery by carrier connote number and link to carriers website
- Proper allocation of freight to appointed transport carriers achieved
- Ability to add carriers and agreed rates to system with zero downtime



www.ifssmartfreight.com

Tel + 61 2 8765 1499

sales@ifssmartfreight.com

Australia | New Zealand | United Kingdom | Ireland | South Africa