

Client Case Study



"IFS SmartFreight® Enterprise allows us to despatch quicker, more accurately and at a lower cost than ever before while excelling with carrier interfacing, label production and least cost calculation – all areas that are extremely difficult and expensive to maintain.

Despite the massive growth in our business we're able to despatch more effectively and quicker under much higher demand.

Given that IFS SmartFreight® Enterprise means that we are not readily locked into using a particular carrier or set of carriers, we now have the flexibility in our choice of transport providers. This puts us in a much better negotiating position.

The most important aspect of this experience has been the ongoing service and support provided by the IFS team."

Garron Lipschitz

It Director

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Summary

Key Objective: One Transport Management System able to meet present and future needs

Key Achievement: Increased despatch efficiencies and major freight cost reductions

Industry: Online e-commerce with a focus on supplying high volumes at low margins.

Solution: IFS SmartFreight® Enterprise

Provider: Interactive Freight Systems

Client Overview

OverstockOutlet (trading as oo.com.au) formed in 2002 has now grown into one of the largest Australian online clearance stores. They have been awarded "best E-tail Site" by NetGuide magazine. Averaging several hundred thousand shipments per annum their products range from electronics to clothing with an approximate freight spend of several million dollars

Objectives

- To streamline despatch operations to a unified single system
- Ability for solution to interface with internal web ordering and invoicing structure
- The need to implement automatic and seamless Least Cost Routing and automatic freight invoice reconciliation to offset freight costs
- Requirement of a user friendly system that was quick to employ and easy to maintain on a day to day basis

Solution

- IFS SmartFreight® Enterprise with a focus on integration, multicarrier ability, Least Cost Routing, freight tracking and carrier invoice reconciliation

Achievements

- One system compliant with all major transport carriers
- Freight cost savings through Least Cost Routing and accurate invoice reconciliation of freight charges
- Instant access to carriers freight tracking facilities direct through IFS SmartFreight® Enterprise instant search function
- Integration with in house ordering system automating picking and despatching of freight
- Achieved requirement through IFS SmartFreight® Enterprise to successfully despatch freight across the Tasman to New Zealand



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