A Pioneering 4PL Company – Logistics Management System

The Challenge

The company is a 4PL supply chain management company that specialises in the realignment and outsourced management of supply chain activity for global businesses. The company manages supply chains for companies to provide end to end supply chain management service.

In order to help it deliver on its objectives of reduced costs, improved quality and process efficiency, the company required a system that would not only capture its operational data, but also use the data intelligently to help identify and remove supply chain inefficiencies and quality leakages.

The Solution

Terastone managed and enhanced the software application to support the company's business objectives. This was achieved by significantly improving the reliability and scalability of the application to enhance user access and improve user experience. In addition some of the significant enhancements carried out were as follows:

Automated Upload
The automated upload provides for a file or e-mail based data upload for Sales Orders from the client. This facility significantly reduces the operational overheads and improves the data quality by eliminating manual intervention for the main data interchange point between the client and the company.

User Query
The user query feature provides a flexible query model which enables the user to specify he criteria on various parameters as well as the data to be retrieved. This feature has replaced the need for over 200 reports and gives the user the flexibility to export data to other applications such as Excel and Word.

The Benefits

- The company was able to significantly improve its service efficiency and deliver better value to its customers
- The data management issues have been resolved thereby improving the quality and reliability of management information
- The information system has been delivered as a 'closed loop' system to provide constant feedback for improving service efficiency and meeting business objectives.