



Large Insurance Provider Reaps Big Benefits with Ship-IT™ Desktop Shipping

Responsive small package shipping plays a leading role in building business for this mutual company (the Company), a large insurance and financial services provider that services 75 million policies and accounts throughout the U.S. and Canada. Every day, nearly 70,000 employees and more than 20,000 agents work together to support sales and customer service activities. Product and service information is typically sent out via small package delivery from the Company's network of 24 corporate offices, operations and service facilities.

CHALLENGE

The Company wanted a more efficient, cost-effective way to handle the high volume of non-warehouse small package shipments being sent from offices and other locations. The existing process was manually driven:

- Employees chose carriers without access to cost/delivery details. They also filled out a five-part, handwritten form and sent it with the package to the mailroom.
- The mailroom or shipping staff keyed the information from the handwritten form into the shipping system, and sent each employee an email once the package was processed.
- End-of-day manifests were printed from each standalone, carrier-provided shipment manifesting system to address shipment tracking questions.

Ship-IT Desktop Shipping has enabled this company to automate the processing of all non-warehouse and office shipments, totaling 1+ million small package deliveries per year.

— Company Project Manager

This process was time-consuming, potentially error-prone and provided limited visibility into shipping activities. This made it tough to identify opportunities for improvement.

SOLUTION: SHIP-IT DESKTOP SHIPPING

After reviewing several options, the Company opted to roll out the Logistyx Ship-IT™ multi-carrier shipping software solution in all corporate locations, operational and support centers. "Ship-IT was performing well in our regional service facilities where we process 5,000 to 7,000 shipments per day," said the Company's business automation analyst and project team leader, "We decided it would work well in all our locations."

HIGHLIGHTS:

- Automated the processing of more than one million non-warehouse shipments per year.
- Eliminated manual, paper-driven processes related to shipment processing, tracking and cost analysis.
- Gave all employees access to easy carrier rate shopping so they can choose lower cost options.
- Gained company-wide visibility over all shipping activity.
- Freed up staff to perform other duties rather than hiring additional employees or temporary staff.

The Logistyx solution included Ship-IT installed on the Company's server network and Request-IT, a desktop shipping solution that all employees use to process a shipment from any computer workstation. This has delivered many improvements:

- **More informed carrier selection options.** Employees can simply log in to Request-IT, enter their shipping details and view all possible carrier service options and costs. Significant cost savings come into play as employees can now see, for example, that in some cases standard Ground Service offers the same time-in-transit as Next Day Air, for a much lower cost.
- **Elimination of handwritten documents.** Handwritten forms are eliminated. Request-IT prints out a barcoded document for the shipment.
- **Rapid processing.** The barcode and the package are scanned and processed on Ship-IT in the mailroom. All required documents and labels are automatically generated by Ship-IT.
- **Auto-generated emails.** Email messages with tracking numbers are auto-generated by Ship-IT and sent to the employee/sender so they can easily track their shipments.
- **Better visibility.** Detailed shipping information is captured by Ship-IT and stored for reporting and analysis.



A MORE COMPLETE PICTURE

According to the project manager, actual non-warehouse shipping volume across all departments was difficult to quantify with the old system. Now, with all facilities using Ship-IT, it is easy to determine how many packages were shipped, by which department and employee, on a day-to-day basis.

"Our true shipping volumes were even higher than we'd anticipated," said the project manager. "Volume from all the offices and facilities totals over 1,000,000 packages a year. The detailed information we receive from Ship-IT allows us to analyze shipping patterns and further improve on shipping practices throughout the company."

RAPID PAYBACK

"One of the biggest benefits was gained by putting shipping cost and delivery information into the hands of the employees," said the project manager, "This has provided them with accountability and the ability to manage their workload differently."

"When you eliminate manual processes across a network of 68,000 employees and 24 facilities, the potential savings in time and labor are tremendous."

— Company Project Manager

