

# CLIENT SUCCESS STORY

## HOW ESHIPPING HELPED A NATIONAL COFFEE ROASTER AND DISTRIBUTOR GAIN VISIBILITY INTO THEIR PARCEL PROGRAM AND FIND SUBSTANTIAL SAVINGS

### Client Snapshot

The Client is a leading national importer, roaster and distributor of premium coffees and teas. Starting as a small hometown company more than 100 years ago, the client now reaches markets throughout the United States, Mexico and the Caribbean, serving customers in the food service, office and specialty coffee markets.

### The Challenge

Having spent nearly \$3 million on Parcel in 2012, the Client realized a need for greater visibility into their parcel program. The Client had no systems in place to monitor shipment exceptions, billing errors or possible inefficiencies among branches, and had no good way of analyzing parcel data to influence future program decisions. Recognizing the need for a complete review of their parcel program, the Client engaged eShipping to provide analysis and recommendations based on cost-savings opportunities.

### The Solution

After thorough analysis of the Client's parcel data, eShipping delivered a managed services solution which offered the client significant cost savings potential across several areas of the program, and identified five key areas for immediate improvement. Through shipment audit, internal data correction and simple procedural changes, the initial five-area solution offered the Client a potential Return on Investment of 86.24%. As part of the solution, eShipping would also provide ongoing parcel analysis and a dedicated consultant to translate data into actionable business analytics and provide recommendations for maximum cost savings ongoing.

### The Results

Within the first month of service, eShipping audited and filed for shipment service failures that amounted to **\$8,200 refunded** to the Client. Along with service failure refunds, the Client also received analysis from eShipping and executed recommended corrections and changes to realize a **232% ROI** for the first month of service alone. With full visibility into their parcel program, the Client is now equipped to make educated decisions about their business, and has been able to negotiate better rate programs with their carriers. The Client's partnership with eShipping has proved valuable in just a short amount of time, and the Client looks forward to continued opportunities for future savings.

**“With eShipping’s consulting services, we were able to see immediate savings while reviewing analysis for other opportunities. Not only did we see an immediate ROI, we also gained a position that allowed us to go back to the carrier and negotiate a better program based on the info we received from eShipping. We are truly happy with what they have helped us accomplish.”**

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