

CLIENT SUCCESS STORY

GROWTH & SAVINGS

A LEADING U.S. LIFESTYLE PRODUCTS COMPANY STREAMLINES TRANSPORTATION MANAGEMENT & TAKES CONTROL OF TRANSPORTATION COSTS

Client Snapshot

The Client is a leading healthy lifestyle company in the U.S. that develops a full line of nutritional supplements. The Client works with top nutritional scientists, doctors and athletes to develop effective supplements free of banned substances, and distributes product to both online and brick-and-mortar retailers nationwide.

The Challenge

As a young company, the Client focused on developing quality relationships with online retailers, and producing high-quality products that garnered high demand. They formalized an aggressive growth strategy, anticipating rapid increases in product manufacturing volume and shipment count as online demand increased and relationships were built with brick-and-mortar retail chains. This left the Client with a unique challenge: as they faced increasing transportation costs and shipment count, they not only needed a reliable online management tool for streamlining booking, tracking and billing; they also needed a solution that could grow with them as quickly as needed. And all while capturing and retaining competitive shipment rates.

The Solution

The eShipping team analyzed the Client's current and projected shipment patterns and developed a solution that met all these needs through implementation of the eShipManager® Transportation Management System (TMS) and customized account management services aimed at offering the most flexible solution for growth. Through the TMS, the Client gained access to competitive rates and streamlined shipment management, shipment tracking and reporting, and freight bill audit and payment services. Dedicated account management provides complex logistics management,

shipment optimization, claims support and ongoing review of business needs. Initially, eShipping assisted the Client in coordinating and scheduling product launches with nationwide online retailers, ensuring on-time delivery of time sensitive products to each location. As the Client has built relationships with brick-and-mortar chains like Costco, that each have unique delivery requirements across multiple locations, eShipping coordinates multiple tandem shipments to facilities across the country, and monitors to ensure on-time, as-scheduled delivery.

The Results

As a result of their partnership with eShipping, the Client has realized a cost savings not only in shipment rates but also through administrative costs by having full visibility of shipping data, allowing them to continuously improve their supply chain and distribution process. The Client reaped the benefits of building a solid but flexible foundation which has allowed them to operate in a lean environment and grow more than 1200% in their first two years, without sacrificing customer service or product quality. With a strong logistics solution in place, the Client is able to focus on developing additional product lines and building relationships with new retail partners.

“We have been extremely satisfied with not only the pricing, but also the tremendous service we have received from eShipping. Their technology and services keep us current and ahead of the game to make sure we remain competitive in an ever-increasing competitive environment.”

- Logistics Manager -