

Have a supply chain problem? These providers have answers. From logistics IT solutions to equipment improvements, these companies help shippers streamline their supply chains.

Read on to see the scope of the challenge and the ingenuity of the solution.



## Supply Chain Challenge? SOLVED!

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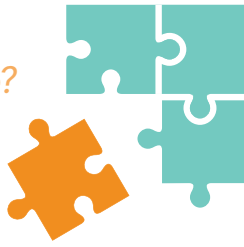
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Supply Chain Challenge?  
**SOLVED!**



# Auditing Beyond Compliance

Evaluating the continuing alignment of customer requirements, acceptable associated risk and service provider capability.

## THE CHALLENGE

ProTrans' customer, a global leader in safety technology, requested corrective action to resolve potential damages observed on arriving shipments. This "Voice of the Customer" provides valuable input in ProTrans' continuous improvement program and regardless of root cause, the resolution of a complaint plays a role in strengthening the customer-business relationship.

An audit of core input elements: Material, Customer Specifications, Manpower, Methods and Equipment plus observation of arriving freight for two months revealed the majority of damage observations pointed to the packaging configuration from three customer suppliers (i.e. dilapidated pallets, improper shrink wrap, un-taped flaps torn during freight movement).

## THE SOLUTION

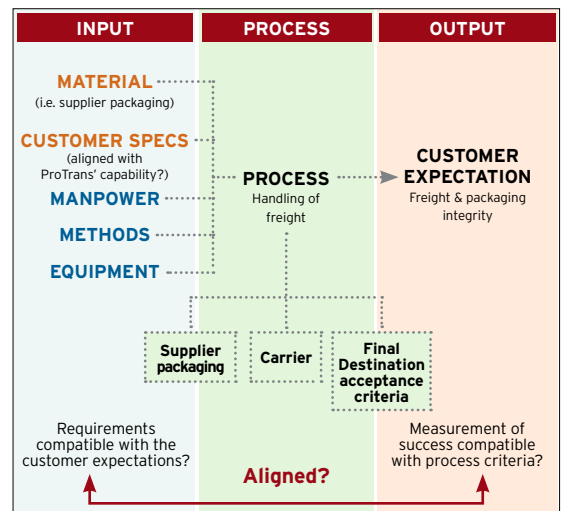
Once the problem was identified ProTrans selected the 'vital few' - those with the most significant impact on the expected output to audit.

- Improved packaging: After notification, these suppliers made modifications and showed significant improvement.

- Clarified customer damage/cosmetic specifications: Customer-specific packaging cosmetic criteria was found to be greatly different from ProTrans' typical customer requirements (i.e. shipping box cosmetic creases or box scratches resulting from typical freight movement).
- Reduced time consumed: Greatly reduced email/phone discussions regarding customer dock inspections.

**RESULT:** Once the criteria were clarified to align customer expectations versus the handling associated with the freight movement and suppliers' improved packaging, our customer experienced a substantial decrease in observed damages as well as a reduction in personnel time associated with dock inspections.

**LESSONS LEARNED:** A problem needs to be identified to find the true root cause. Root cause analysis must explore all aspects so an efficient and effective action plan may be deployed.



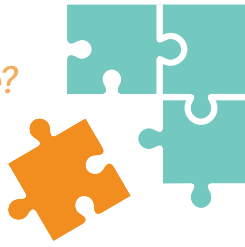
Ref: "Auditing Beyond Compliance" - publisher ASQ/Quality Press

DAMAGES	BEFORE IMPROVEMENT	AFTER IMPROVEMENT
SUPPLIER A	20%	6%
SUPPLIER B	15%	5%
SUPPLIER C	13%	5%



To learn more about ProTrans' solutions call 317-240-4100 or visit [www.protrans.com](http://www.protrans.com).

Supply Chain Challenge?  
SOLVED!



# Uniformed Booking Platform Improves Vendor Compliance

A retailer needed to bring suppliers together and optimize processes so they teamed up with Unyson for a platform.

## THE CHALLENGE

A leading retailer had difficulties managing its multi-modal transportation network that included 4,800 stores, 500 vendors, and 20 carriers. With multiple brands beneath its corporate umbrella and continuing to grow through further acquisitions, the retailer was operating several separate companies under the same roof. It needed a tool that could bring its brands' suppliers together and optimize processes.

## THE SOLUTION

After analyzing the retailer's transportation network, Unyson implemented an inbound web portal to manage all 500 vendors. This provided a consolidated platform for the previously decentralized brands to view their transportation and analytics. With the addition of the portal, the retailer was able to identify inefficiencies in its network and cut costs from its supply chain.

Moreover, with the inbound portal serving as a central warehouse of information, the

retailer was able to manage vendor and carrier compliance more accurately. In turn, this led to precise information being added to the portal and better on-time service from carriers.

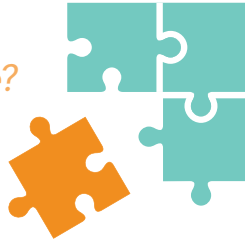
This portal also allows the retailer's vendors to go online and route orders when they're available to ship. Moreover, this gave the retailer better control over how those requests were routed and provided additional visibility for consolidation and mode conversion opportunities. With a uniformed booking platform across the entire vendor network, the Online Vendor Portal also improves vendor compliance oversight and carrier management.



 UNYSON

To learn more about Unyson's solutions, call 866-409-9759 or visit [unyson.com](http://unyson.com).

Supply Chain Challenge?  
**SOLVED!**



# Large Multi-National Seeks Global Supply Chain Visibility

An oil services company found transportation cost savings and complete shipment visibility with ClearView's TMS.

## THE CHALLENGE

After interviewing dozens of TMS providers on the market for a new solution, a major oil services company had been seeking a single technology platform to manage its 32+ fragmented business units. Over 100+ years, this multi-billion-dollar supplier had acquired companies on six continents with hundreds of shipping locations. The problem this multi-national needed to solve was to unify supply chain strategy across all locations and how to provide visibility in execution as well as freight payment and audit (across 60 currencies) from not only the individual business units, but down to the user level.

## THE SOLUTION

This publically traded company had selected ClearView TMS to rollout more than 60 North America locations after interviewing technology providers in all tiers. Most legacy TMS systems had estimated 18-24



month timelines to execute design, implementation, and training. ClearView had agreed to rollout all North America locations in 60 days. After successful launch of North America, this oil services company has already experienced savings of more than 22% in transportation costs and complete visibility of shipments in transit and shipping errors down to the user level.

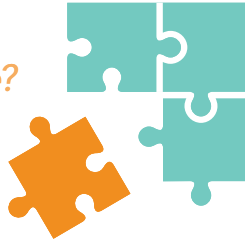
A large part of the success of the rollout of the ClearView

TMS was the ease of use of the system. The simple user interface of the ClearView TMS made user adoption, training, and deployment very easy. The flexible framework of this cutting edge technology provided for flexibility in user configuration in addition to easy setup of user permissions and functional roles. Today, the TMS is running at 100% efficiency across North America. This large manufacturer of oil services products is currently expanding functionality by integrating the ClearView TMS with its large number of 240+ freight forwarders to achieve the same level of visibility and control for all global shipments, as has been achieved for North American operations.



To learn more about ClearView Audit's solutions, visit [www.clearviewaudit.com](http://www.clearviewaudit.com).

Supply Chain Challenge?  
SOLVED!



# Leading Logistics Provider Closes More Business, Develops Stronger Customer Relationships

When a logistics provider needed to automate its processes, it turned to Amber Road for a solution.

## THE CHALLENGE

With its growing international customer base, this global logistics and transportation service provider for the chemical and process industries recognized the need to automate its contract management and pricing process and to expand its global operations.

However, the logistics team realized it would be very difficult to handle the increased number of contracts and rates using its current manual process of a simple one-to-one look-up. The



company also wanted to integrate an automated system into its own solution platform to allow its customers, with little or no experience in pricing, to compare full bottom-line rates across multiple service contracts on their own.

## THE SOLUTION

The logistics provider selected Amber Road's Transportation Management solution to automate its contract management process and provide its customers with flexible and competitive routing and rate options for international shipments. This web-based solution manages costs, automates the generation of quotes and proposals, and helps in complying with tariff filing requirements.

It enabled the logistics provider to grow its international business, develop stronger customer relationships, and centrally manage its ocean service contracts, describing every term

with a powerful rules engine to create 'calculable contracts.'

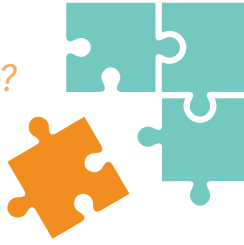
The company can compare total bottom-line costs and develop margin by applying mark-up rules and adding other value-added services. The solution enables this logistics provider to automatically generate proposals that help shippers compare and select among alternative routes, service levels, and equipment types.

Thanks to optimized carrier selection, reduced transportation costs, and powerful multi-factor search and rating engines, the company has now differentiated its logistics services with a powerful, integrated solution.



To learn more about Amber Road's solutions, email [Solutions@AmberRoad.com](mailto:Solutions@AmberRoad.com), call 201-935-8588, or visit [AmberRoad.com](http://AmberRoad.com)

Supply Chain Challenge?  
**SOLVED!**



# Increased Capacity and Flexibility

Rust-Oleum turned to Celtic International for an intermodal solution to quickly move shipments.

## THE CHALLENGE

As a leading manufacturer of premium paint and coating products, Rust-Oleum is a supplier to many top retailers. With customers ranging from big box stores to small shops, there is tremendous pressure to deliver high quality, on-time service—often with short notice. Having primarily worked with a single intermodal provider, running one rail line, Rust-Oleum was very dependent on that provider and rail line to maintain smooth, on-time operations.

Following a harsh winter where severe storms created supply chain disruptions throughout the country, Rust-Oleum recognized the need to partner with another

intermodal provider to run additional lines and build greater flexibility into its supply chain.

## THE SOLUTION

Rust-Oleum selected Celtic International, Transplace's intermodal business unit, to provide intermodal and over-the-road transportation services for domestic shipments between its own facilities as well to its retailer customers. By partnering with Celtic, Rust-Oleum gained access to a larger network of rail lines and capacity, giving them greater flexibility in shipping lanes. In the event of weather disruptions, increased freight volumes or capacity

constraints, Rust-Oleum can now quickly move shipments from one line to the other to keep its supply chain flowing.

By having Celtic manage intermodal shipments, and serve as the point of contact listed for those shipments, Rust-Oleum improved its communication and relationships with key suppliers, customers and rail lines by providing them with the attention and customization they need. This also increased shipment visibility, and in the event of a disruption, Rust-Oleum is able to quickly gain insight into delayed shipments and how the situation is being handled.



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The 3PL & Technology Company

**CELTIC**  
INTERMODAL  
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