

Case Study: Control logistics costs, simplify customs processes and measure KPI's

Company

With offices across Europe, the Americas, Asia Pacific and the Middle East, our customer remains committed to developing solutions that stand the test of time. With continual R&D and manufacturing leading edge products and a real focus on customer service, our customer was looking for a company with similar core values.

Objective

- To control costs whilst improving service, and communication. There was a real focus on building a quality supply chain solution with the ability to introduce controlled real time consignment management.
- To simplify customs processes and introduce key management information and measurables in terms of a KPI dashboard.

Solution

Assessment meetings and site visits were integral to gain a full understanding of the specific customer requirements. It became clear during the project appraisal that the customer spends a lot of time and effort manufacturing leading edge products to a very high standard. Importantly the client has heavily invested in packaging materials that ensure the consignments are presented in pristine condition to absolutely enhance their customer experience.

Our own service solution meant that the pallets, the majority of which are oversized, were handled 6 less times on each journey. This ultimately helped consignment integrity and has eradicated forklift damage previously experienced whilst still offering a 24-hour service to their customers.

Conclusion

Assessment started in 2022 and project implementation took place in Q1 of 2023. Network International were placed on a 3-month trial running concurrently with the existing supplier to allow the customer to fully evaluate if key benefits were delivered. After a successful implementation the trial was concluded early, and full volume award was confirmed after 2 months.

Testimonial

Network International listened understood and took the relevant time to evaluate our specific requirements. The project assessment, service offering, and implementation was first class. From collection, customs clearance, warehouse handling, trunking, and final mile delivery every aspect has been handled very professionally. We are pleased to have found an approachable logistics company that understands our market sector and delivers our products with the care and integrity that we invest through our manufacturing process.

Supply Chain Manager
UK Multinational



Directors:

Edward Bowers (Managing) | Tony Gannon (Chairman) | Michael Herity | Emmett Coulter | John Culligan

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