

EBOOK

Supply chain visibility 2.0

Combining TMS
and Shipment & Order
Visibility into a single instance

infios

Mastering the flow of goods from origin to destination is more than a logistical challenge; it's an art. At the heart of this art lies the power of visibility, especially when companies combine the capabilities of Transportation Management Systems (TMS) embedded visibility with the capabilities of Shipment and Order Visibility. Together, these two products are the unsung heroes of the supply chain and enable visibility advantages that extend far beyond the traditional track and trace feature.

This eBook peels back the layers of how enhanced visibility capabilities are the catalyst optimizing any supply chain and transforming the customer experience. We also unpack how Infios leverages its TMS and Shipment & Order Visibility products to make work smarter, not harder.

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Defining the role of visibility in modern logistics



The definition of “visibility” is commonly debated amongst transportation professionals. What once began as tracking a shipment’s journey transformed into something much greater. Visibility functions as the nerve center of modern logistics and signals the actions that need to occur based on status or progress updates. By leveraging the power of data and automation, visibility-enabled platforms revolutionize how companies approach their supply chain operations.

There are two primary categories of visibility:

- **Process visibility** enables a deep dive into the day-to-day operations, such as defining workflows, creating automations, monitoring by exception, and refining the decision-making processes, and offers a big picture view into logistics.
- **Supply chain visibility** covers a broader range of functionality, such as tracking shipments, booking freight, auditing movement, calculating emissions, and monitoring rates.



Core features of TMS-enabled visibility

A TMS platform is at the heart of any logistics operations—giving life to every facet of transportation management. The TMS delivers real-time data for awareness, efficiency, and pricing. Diving further into TMS-embedded visibility, several key features stand out, each playing a vital role in enhancing logistic visibility operations beyond track & trace.

Shipping cart: Imagine a digital shopping cart for shipping. It simplifies freight booking by collecting multiple orders into the shipping cart until you’re ready to ship as an execution load in the TMS.

Control tower: This feature provides a single source of truth into every aspect of your multimodal shipments with a map-based interface. The control tower feature leverages both real-time operational data and predictive insights to generate a holistic view of current and anticipated events.

Route planning and optimization: One of the critical strengths of a TMS is its ability to optimize routes. This feature ensures timely deliveries and contributes to fuel cost savings and reduced carbon emissions.

Load optimization: This feature helps maximize the space and weight capacity of each shipment, leading to fewer trips, reduced costs, and lower environmental impact.

Dynamic rulesets (DRS) or workflows: Automated or dynamic workflows reduce margin of error, establish a uniform process for new & current employees, transition roles from tactical to strategic, and increase productivity of logistics teams with fewer resources.

Exception management: Instead of dividing your time across tasks by chronological order, manage by exception. Exception management uses a color-coded system to prioritize tasks that deviate from an automated workflow.

Carrier and supplier portals: Seamless and accessible collaboration increases the experience for all parties. Portals allow for visibility into status updates, ability to self-serve, and highlight inefficiencies in the process.

Core features of shipment and order visibility

Think of Shipment & Order Visibility as an itemized visibility receipt. It further enables TMS-embedded visibility down to the item and tracks during the ocean and subsequent inbound land legs. Previously updates on the vast sea were limited, information was manually logged, and communication was delayed due to time zone differences. Shipment and Order Visibility is beneficial for any company that needs a responsive and efficient approach, particularly companies with a global shipping presence and multimodal strategy.

Port drayage: Avoid unnecessary charges by reviewing At Port milestones, which identifies containers that were discharged and not picked up within two days.

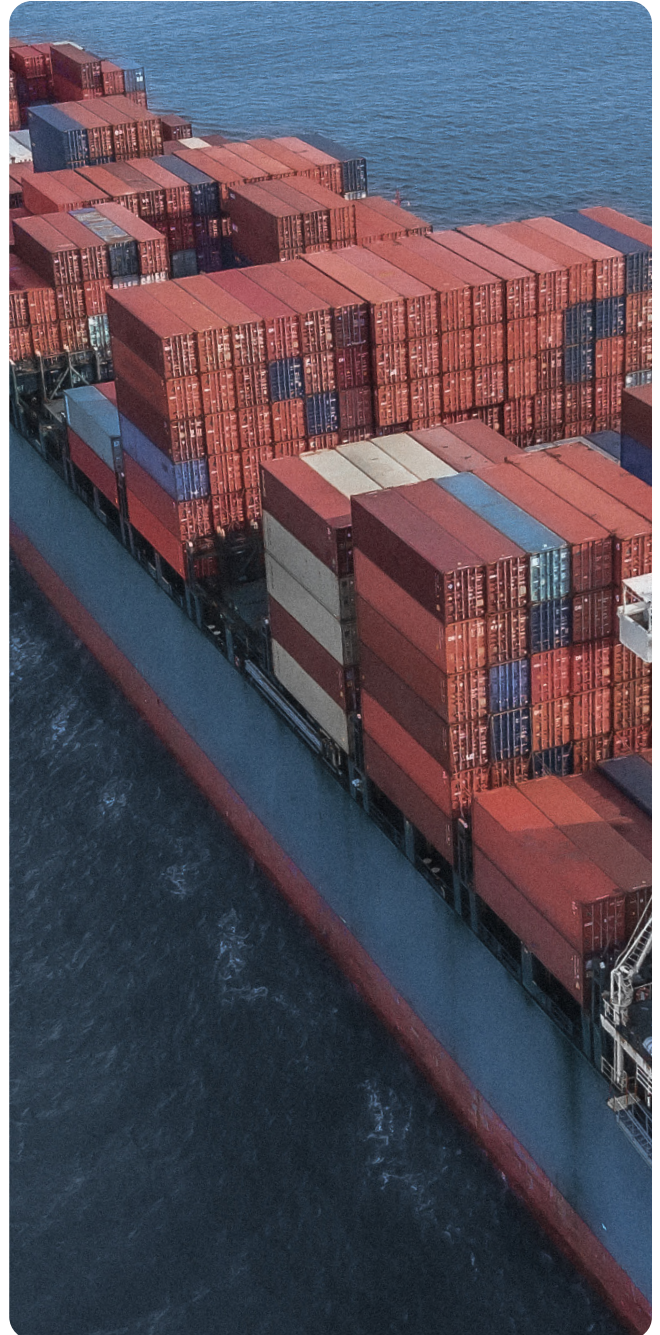
Container tracking: Map geo-locations of shipping containers on the sea or land.

Ocean visibility: View summarized vessel information including name, estimated arrival to port, status, speed, and quantity of container shipments aboard.

Inventory management: Visualize a comprehensive view of inventory cycles for every SKU—minimizing safety stock levels, reducing overhead, and accelerating cash-to-cash cycles.

Shipment escalation: Identify potential delays on the vessel or at port, designate shipments for expedited, and proactively resolve issues.

Purchase order or item query: Drill down into ocean tracking status by order or item in addition to traditional shipment tracking. This feature allows users to know if a shipment is separated across multiple vessels and identify which order is arriving first.



Combining the best of both products into a single platform



Advanced logistics visibility redefines how we view and manage the supply chain. Each product visualizes how each piece in the supply chain fits together. If visibility solutions are siloed, process managers and stakeholders are bouncing between systems, losing sight of inefficiencies, and lacking a single source of truth. But when combined, TMS-enabled and Shipment & Order Visibility unlocks the ability to locate the shipment, take corrective action, and inform stakeholders—from a single instance.

- **Visibility from vessel to veranda:** Multimodal lifecycle visibility is about tracking and managing these diverse logistics segments as a cohesive unit. This comprehensive view encompasses every stage of the transportation lifecycle, offering insights into timings, potential delays, and optimal routes.
- **Integration capabilities:** Modern transportation management solutions can integrate with other systems such as ERP (Enterprise Resource Planning), WMS (Warehouse Management System), and CRM (Customer Relationship Management), creating a seamless and efficient supply chain network.
- **Reporting and analytics:** Visibility products offer robust reporting tools and analytics to track performance metrics, identify trends, and make data-driven decisions for continuous improvement.
- **Workforce planning:** Leverage accurate ETAs, the number of incoming shipments, and shipment contents to proactively schedule the optimal number of employees in the distribution center or warehouse.
- **Predictive analytics:** Utilizes advanced analytics to foresee potential issues and automatically suggest or implement optimal solutions. By analyzing trends and patterns, companies can predict disruptions, adjust routes in real time, and manage exceptions with agility.
- **Continuous improvement:** Collects and analyzes data from every shipment to identify trends, leading to ongoing optimization of logistics processes.
- **Automated workflows and alerts:** Streamlines operations by automating workflows and alert notifications, minimizing manual tasks, and reducing human error.
- **Stakeholder alignment:** Keep shippers, carriers, and logistics service providers informed and responsive through automated alerts and real-time updates.

When TMS-enabled and Shipment & Order Visibility join forces, the synergy unlocks a new realm of possibilities in supply chain management for smoother, smarter, and sustainable operations from one platform.



Measuring the impact and ROI of integrated visibility solutions



Finally, evaluating the impact and return on investment (ROI) of integrating TMS-enabled with Shipment & Order Visibility product solutions is crucial to understand the value and effectiveness.

- **Cost Savings Analysis:** Assess reductions in transportation costs, including fuel, labor, and maintenance, as a direct result of optimized routing and enhanced operational efficiency. Also evaluate savings in areas like LTL shipment spend, where Facil saw a 12% annual cost avoidance.
- **End-to-end visibility:** Logistics managers, at the sixth largest auto manufacturer, use Infios's Shipment and Order Visibility product to track the shipment lifecycle of 9 million parts annually, reduce detention fees, unify data in a single system, and keep parts managers informed of ETAs—resulting in happy customers.
- **Time-to-delivery improvements:** Track changes in delivery times, focusing on increased punctuality and reduced delays, which directly correlate with customer satisfaction and retention. With the help of the Infios TMS, Mölnlycke in-sourced its transportation control tower without negatively impacting customer service.
- **Data accuracy and quality:** Evaluate the improvement in data accuracy and addition of automations, which enhances forecasting, planning, and decision-making processes across the supply chain. A global logistics provider standardized workflows across 1,500 locations in 50 countries by implementing modular rulesets for multiple scenarios instead of creating new rulesets each time.
- **Operational efficiency metrics:** Measure changes in operational metrics such as dwell times, turnaround times, and resource utilization rates. Sprouts Farmers Market used the optimization and simulation features to relieve overtaxed distribution centers and revamp store delivery windows — enabling flexibility in delivery slots and responsiveness to changing demand in fresh produce.
- **Sustainability and compliance performance:** Ship confidently and sustainably by using the best mode, route, and trailer usage for each shipment. Monitor global impact of transportation and improvements in sustainability metrics, such as reduced carbon emissions and compliance with regulatory standards.



Conclusion

Illuminate supply chains with TMS-embedded and shipment & order visibility

Track-and-trace visibility isn't enough for today's supply chain networks. Modern logistics strategies require visibility solutions that highlight actionable data: when a shipment is delayed, why an error occurred, what a disruption costs, who is at fault, which instance is the highest priority, and how to prevent a situation in future without going back-and-forth between platforms. Implement the visibility dream team for true process and supply chain visibility from origin to destination on any mode at a global scale.

ABOUT INFIOS

Infios is a global leader in supply chain execution, relentlessly making supply chains better every single day. With a portfolio of adaptable, best-of-breed technologies—including TMS, OMS, AMR, simulation, voice, FAP and slotting—we help businesses simplify operations, optimize efficiency and drive measurable impact.

Serving more than 5,000 customers across 70 countries, Infios delivers innovative technologies that evolve with changing business needs. Our deep expertise and commitment to purposeful innovation help businesses turn their supply chains into a competitive advantage—building resilience and shaping a more sustainable future.

Infios is a joint venture between international technology provider Körber and global investment firm KKR.

Ready for a supply chain that works relentlessly for you?

Connect with Infios to start your journey—no matter your industry, size or complexity, we're built to scale with you.

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