

## CASE STUDY

# Tracking parts from vessel to shop floor

Large auto manufacturer achieved multimodal visibility from start to finish at the shipment or SKU-level



The sixth largest auto manufacturer in the world can't afford to slack when it comes to servicing their customers with replacement parts. As a 2021 Gartner Supply Chain Study noted: "A decline in supply chain performance can decrease the likelihood of customer repurchase by up to 87%."

But maintaining higher performance can be highly challenging. The automaker's parts service supply chain moves 9 million parts annually across 11 distribution centers and 7 different ports. This scale of operation requires 3.6 million square feet of warehouse space, which equals 75 football fields.

### Smart automation makes it possible

Logistics managers are focused on container level information, such as when and where shipments are arriving. Parts managers want to know when they can schedule a service that depends on the part they ordered. Their end customers also want a realistic ETA for the part they need.

No one has time to track every single item down to the part level. This would take excessive manual effort to collect data from across numerous sources then compile and share to all the teams involved. With 9 million parts to keep up with and limited staff, some tracking would need to be prioritized over others that would leave other customers waiting. That's why this automaker relies on Infios Shipment and Order Visibility to automatically monitor and reconcile orders to shipment and vessel.

## At a glance

### Challenge

Logistics managers at the world's sixth largest auto manufacturer lacked visibility into the location of containers and parts—which limited the ETA information they could share with parts and shop managers. This gap strained customer relationships and reduced the amount of time logistics managers could spend dealing with freight exceptions.

### Solution

Using Infios's Shipment and Order Visibility product, the auto manufacturer enabled full lifecycle shipment visibility across a global transportation network that includes multiple modes.

### Results

The customer achieved multimodal visibility from start to finish at the shipment or SKU-level. Logistics managers can focus on the big picture by visualizing shipment lifecycle, reducing detention fees, and organizing data into a single platform. That same platform also enables them to quickly brief parts managers on item ETAs and keep the end customers satisfied and informed.



Infios Shipment and Order Visibility lets logistics managers focus on the big picture by visualizing shipment lifecycle, reducing detention fees, and organizing data into a single platform.

#### The visibility to manage

Visualized mapping provides real-time shipment and order locations, including container visibility by ocean, air, rail, drayage, and trucking. The solution aggregates multiple EDI feeds and gives ETAs for dray carriers and distribution centers, allowing teams to plan workloads and staff effectively.

For logistics managers, Infios Shipment and Order Visibility allows them to see each part by vessel, shipment, and order on a global map. They can simply search by part number to find the container that is carrying it. This saves logistics teams valuable time and makes decision-making and planning much easier.

#### Analytics to excel

With such a complex supply chain, it can be challenging to gain intelligence and analytics proactively to take meaningful action, like avoiding over-payment and reducing fees when possible. Disconnected information sources, confusing fee structures, and endless email strings can bog down the entire process of addressing and validating charges.

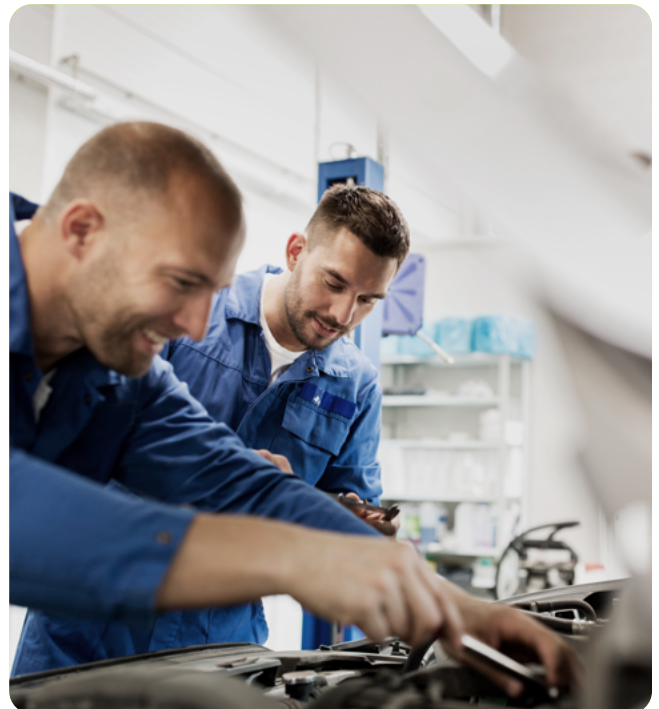
But with Infios Shipment and Order Visibility, this automaker gains a single source of truth by shipment event and date that users can review on demand. This product allows logistics teams to know exactly when a shipment got on a vessel, off the rail, picked up by a driver, or the empty was returned. They can easily dispute invoices and proactively identify shipments at-risk for detention fees. The savings are major, not just in terms of time freed up for other tasks but of fees and overpayments avoided.

#### Keeping costs down and customers happy

An automaker's global brand is built on strong customer satisfaction. For service outlets, that means getting the right parts in the right place as soon as possible and keeping customers updated throughout. But with 11 distribution centers and millions of parts shipped, that demand requires the automation power of Infios.

The Shipment and Order Visibility product provides multimodal visibility from origin to destination over sea, air, and land. It automates the order item reconciliation process to easily validate invoices and minimize fees. And with a unified shipping record, automakers can use readily available data to assess specific partners within the supply chain, as well as fine tune their overall policies and best practices.

Infios Shipment and Order Visibility is the information engine that drives consistent high performance throughout the supply chain. It gives users the insights and information they need to keep costs under control and customers satisfied with the service they received.



## ABOUT INFIOS

Infios provides powerful transportation management solutions proven to be a competitive advantage for today's most successful shippers, 3PLs, freight forwarders, brokers, and carriers.

Through the continued release of innovative, results-driven technology and a commitment to making customers successful, Infios delivers exceptional value for TMS users through improved productivity and operational efficiency.

#### To learn more

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