# Leading Transportation Company Acquires Operational Competency with an Integrated Logistics ERP System

## Logistics complexities drive the need for Integrated Enterprise Solutions

Increasing trade volumes have placed logistics enterprises amidst several business complexities over time. These include; transacting with large volume of paperwork and dealing with multiple stakeholders' respective systems whilst ensuring regulatory compliance. Lack of integrated systems that are capable of automating flow of information and data across further complicates the situation. Large logistics enterprises encompass several allied functions in their offerings portfolio. As an organisation, they need to ensure that their versatile systems are inter connected and are able to offer ease of connectivity with third party systems as well. To ensure complete control over operations in today's business scenario, solutions that are capable of carrying out allied business operations under a single platform have become imperative. Enterprise Integrated solutions boost productivity, enable better decisions and offer smart data warehousing.



## Globally expanding integrated business enterprise

Our customer, is an enterprise with full-fledged fleet and front-end operations that are equipped with modern loading and storage facilities. With more than 8 branch locations, they cater to cargo movement services for over 1500 customers in the region. They have an history of more than two decades of successful operations in cargo movement, Customs clearance, forwarding and related activities. They own a fleet of more than 600 vehicles including light and heavy duty trucks, support handling of more than 1600 metric tons of cargo each day, with collection and delivery covering about 50,000 km per day.

## Legacy system constricts business vision

With a huge influx of business and the pressure of ensuring customer delight along with competency and profitability, the customer was facing several limitations from their legacy system. While their Fleet Management System, Financial System and Human Resource System was developed in-house, they managed their warehouse functions through a simple Microsoft Excel application. These applications lacked modern features like third party integration, automation, data flow and transfer between different systems and most importantly a reporting mechanism, thus restricting business overview. Since the system was desktop-based, its accessibility was also limited. The system was also devoid of any security features. All these factors posed several limitations to the organization's expansion.

**Data redundancy and automation of operations**: The client's system needed manual data inputs at various levels, as data once entered was not auto-transmitted to carry out subsequent business functions. This incurred significant loss of time and efforts for the company. Repetitive data entry exposed the system to possibility of errors. Moreover, lack of security features also increased chances of security breach.

**Real time tracking**: Major transactions such as tracking fleet, flow of consignments in and out of warehouse, monitoring driver routes etc., were tracked through paper based processes. There was no real- time visibility and tracking of these transactions.

**Comprehensive business reporting**: The existing system was equipped to store data in different documents and records. However, it was not designed to generate specific reports for giving an overview on operations and business. Reports had to be manually generated by the top management by referring to multiple systems.

**Third party Integration**: One of the key factors to achieve efficient operations especially in multi-faceted business is possessing a system that is capable of third party integration. This enables smooth flow of data, information and automation of functions from one system to other making operations seamless. The customer's existing system was a standalone system which lacked the capability for interfacing with any third party application.

**Customer Delight**: Ensuring customer delight was one of the key priority for the customer. The legacy system however, did not have any mechanism for customer feedback and queries. The communication between customers as well as stakeholders was carried out only through modes like e-mail or telephonic communication.

**Scalability**: The legacy system was hampering growth and scalability of the business indirectly as most of the skilled workforce was involved in data entry, ensuring data sanity and report collation rather than focusing on business expansion and strategizing around it.

**Lack of Industry Knowledge**: Client's system was built based on inputs from the internal teams & management. Thus, it was devoid of any industry knowledge and global industry standards.

## Process of selecting a Technology partner

Upon comprehending the complexities & intricacies of customer's business, along with agreed set of enhancements and customisations, Kale Logistics Solutions team with inputs from the client's management team, identified 150+ points that were important to solution customisation. The pointers mainly focused on the need of an Integrated Solution that encompassed modules that were capable of driving automation, enabling third party integration and providing powerful Business Intelligence. Kale Logistics Solutions designated an onsite resource for training and support for UAT, Go Live and post Go Live.

### Key reasons for choosing Kale's Integrated Solution:

- In depth industry knowledge
- Capable of providing end-to-end Single Systems
- Global clientele
- Cost efficient system
- Efficient management of a broad portfolio of functions
- Flexibility of system for customisation

## Integrated Solution optimizes operational, financial and business control

Kale Logistics Solutions proposed a customized Integrated Solution to address the customer's specific requirements which included HELIOS Fleet Management system, PYXIS Warehouse Management System, AGENA first & last mile delivery system, a separate Finance & Accounting system and a Human Resource Management System (HRMS). The joined system enabled customer to experience several value additions in their ongoing operations. Key priorities such as end-to-end data automation and business visibility were addressed through Kale's solution.

**Data Sanity and automated information flow**: With an integrated solution, data entered in the system was automatically fetched for subsequent process stages. This ensured data sanity automatically. As data travelled from one part of system to another without any repetitive data entry efforts, significant saving on time and effort could be achieved. Employees could now invest their efforts and time on their core functions rather than redundant data efforts.

**Real time operational visibility**: Kale's integrated system provided real-time visibility of operations for all stakeholders. With an integrated system, customer could monitor and receive advanced information on incoming cargo and track the cargo through entire lifecycle with ease and efficiency. Moreover, real-time visibility through mobile app and website enabled the customer to plan and take care of any operational disruptions, in a timely manner.

**In-built Business Intelligence for improved business**: The comprehensive system was powered with a Business Intelligence module having a robust reporting mechanism. With a vast amount of business data accessible to the customer's management team, they could improve on the MIS, resulting in improved business strategies and holistic business approach.

**Integrated system encompasses several allied functions**: With support for third party integration, the customer was able to align a gamut of business functions such as Warehouse Management and financial system under a single implementation. Data from Transport Management System would flow to Warehouse Management System & vice-versa. Data from both systems could be fetched by the Financial system for invoicing. Since each of the systems were interfaced with each other, data could flow easily within the customer's system.

**Stakeholder/customer interaction:** Customer portal enabled to facilitate customer feedback and queries. Through the portal, track, pay, view and invoices and POD management, payments & report generation could be carried out. Mobile app support also enhanced customer experience. The system also triggered auto emails to the customers informing them of shipment status. This made the client's operations to stay aware of customer feedback at all times, thus improving customer relationship.

**Real-time operations**: The system also assists on-field staff to carry out operations like pickup/delivery on real-time basis. This has led to enhanced field operations.

**Scalability encourages growth**: The adoption of an automated system enabled the customer to process several business functions under single implementation, involving lesser time and efforts. This left the top management and their skilled workforce to dedicate time in planning strategies for business escalation.

**Industrial learning**: With integrated solution developed as a result of thorough industry understanding, experience and technical expertise, customer was offered a solution that is compliant with industry standards. Moreover, it was also compliant to several stakeholder systems and requirements of regulatory authorities(e.g., Customs).

## Customized solution renders value addition to customer's operations

**HELIOS Trans & Fleet Management System:** For the customer, hyper-efficient delivery network was a pre-requisite to successful transport operations. HELIOS replaced the customer's previous system by automating several key activities like trip sheet planning, driver settlement, fuel tracking, monitoring turnaround time of vehicle, tracking, billing to attached or market vendor etc., This enabled to establish complete control over the customer's fleet operations. The system also provided adequate support and automation for workshop functions like managing spares, tyre management and other repairs and maintenance.

**PYXIS Warehouse Management System**: PYXIS encompassed a wide spectrum of warehouse activities right from arrival of cargo to storage, location management and dispatch. Its readily configurable system enabled the customer to use functionalities like defining location rules, package types, picking rules, shipment procedures and all other significant details regarding warehouse operations. Unlike customer's previous system which required manual efforts for data, tasks carried out through PYXIS were based on detailed algorithmic rule engines and thus enabled the customer to optimize day-to-day warehouse activities, improve space utilization, lower inventory carrying costs and boost manpower productivity in a paperless, time-efficient and automated way.

**HRMS :** The management of internal workforce was carried out manually through a paper based system. With Kale's Human Resource Management System, the customer was able to manage workforce with improved efficiency and control. The HRMS system encompassed several crucial functions like calculation of work/leaves, storing employee details, automated government based benefit report, gratuity calculation etc.



**Financial and Accounting System:** With Kale's financial system, the customer could easily integrate operational and financial modules to experience seamless financial transactions like generating quotations and invoices that are compliant to tax regulation, mapping branch wise costing, reports on various financial parameters, vendor payments etc.

**AGENA First & Last Mile Delivery Management System**: AGENA is a powerful, web-based delivery tool which helps to automate all the processes associated with order fulfilment tasks like order booking, first mile, warehouse operations, fleet planning, last mile delivery, reverse logistics etc. Monitoring centrally from one location, this system ensured optimum time and effort efficiency of client's field staff to manage pickup & drop in a single effort at a particular location.

## The shift from legacy system to industry standard system

The customer initially faced some roadblocks in adopting a completely new system and process. One of the key hassle in the implementation was shifting the ongoing operational data in the new system and understanding its flow and automation to derive maximum benefits. Over a period of time as the ease and functionality of the system was experienced by the management, the implementation was a success. Kale Logistics enabled the transition with continuous training and support.

> With an Integrated Business Solution from Kale, we were finally able to achieve industrial competency and gain complete control over our end-to-end transactions. The systems not just streamlined our business processes, but also gave us a holistic view of our business. As a fast growing company, this helped us to make informed business decisions pertaining to our growth and development. Our mission of driving customer delight by offering industry's best services to our customers was fulfilled with a comprehensive suite of solutions from Kale.

**Testimonial from the customer**

**Connect with us**
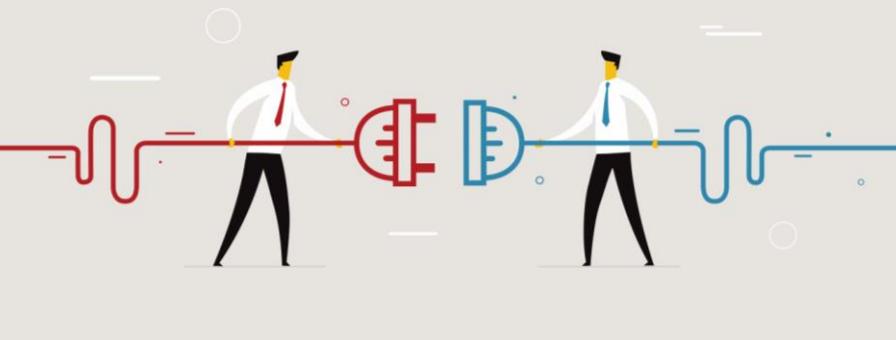
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