



IFS SmartFreight® Case Study

"IFS SmartFreight® is the most efficient and innovative multi-courier freight system I have come across, together with the excellent after sales support, IFS is the smart solution for any warehouse."

'With IFS SmartFreight®, despatching orders has become simpler and more efficient. IFS SmartFreight® allows us to select from multiple couriers. Each consignment can be selected on the fastest delivery time at the best value, saving us and our customers time and money. The clever reports have allowed us to review our freight costs and reconcile accounts with ease. We prefer the IFS SmartFreight® to any other systems.

The inclusion of our chosen couriers was easy to achieve in the IFS system. Documents and labels are clear, precise and well formatted showing all the necessary information. A great aspect is the automatic email sent to receivers providing tracking details. The ability to search for historic consignments by any reference code has allowed for rapid query resolution.

Personally, I believe any company would find immediate and continuing benefit from using IFS SmartFreight® to establish control over all aspects of their dispatch and transport requirements all in one user friendly system."

Mattheu Steinschauer, Logistics Manager, The Golf Racket
Sunninghill Office Park, Peltier Drive, Sunninghill, Sandton, 2157

Summary

Key Objective: To streamline despatch operations through a unified single system.

Key Achievement: Freight cost reductions with substantial control over the despatch function.

Industry: South African national supplier of Wilson and Wilson Staff sports equipment.

Solution: IFS SmartFreight® Professional.

Provider: Interactive Freight Systems South Africa.

Client Overview

The Golf Racket is the national supplier of Wilson and Wilson Staff in South Africa. Wilson is one of the biggest names in sports equipment internationally.

Objectives

- Having a single despatch system with the ability to create consignments and store all despatch data for all couriers used, while at the same time meeting all the couriers' requirements.
- Minimising freight charges by estimating costs accurately, offering our customers the service of delivering their orders at the lowest cost
- Better customer service by real time responses to queries on freight tracking and delivery status.
- Accurate reporting of courier usage trends and freight cost, by customer, courier, monthly, quarterly or annually.

Solution

IFS SmartFreight® Professional. With the focus on effortless inclusion of multiple couriers and the ability to estimate accurate costing, robust search function and POD tracking, personalised reporting and ease of use.

Achievements

- IFS SmartFreight® – one system controlling despatch to all major transport couriers with the ability to add any new couriers needed.
- Cost savings through least cost routing and accurate cost estimation.
- Ability to search for consignments by a number of criteria .
- Reduction in queries by disseminating information to receivers.
- Accurate reporting.
- Courier account reconciliation.



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