

CUSTOMER CASE

# PREMIUM FREIGHT MANAGEMENT

## AUTOMOTIVE SUPPLIER

*“Our plants are now able to source solutions in minutes —  
better, faster and cheaper.”*

*Global Logistics Director  
Automotive Manufacturer*



## CUSTOMER CASE

*“The automotive supply chain is among the most demanding and complex supply chains, where Premium Freight plays a key-role to avoid disruptions in production schedules.”*

*“With Cargobase, our plants are now able to source better and more affordable solutions in minutes.”*

Global Logistics Director - Automotive Manufacturer





## CUSTOMER CASE

47

Company locations

64

Logistics Providers

158

User accounts

Our customer is a German manufacturer of automotive parts, with more than than 200,000 employees in 47 production locations across all continents.

As a global manufacturer, the company is exposed to supply chain challenges that can lead to disruptions in the production process and eventually lead to delivery delays. When any such event occurs, the company quickly looks at their logistics team to reduce impact by turning to specific logistics services.

These services are often referred to as Premium Freight, as they go beyond the standard service levels. Examples of such services are LTL, sprinters, express air freight, charter flights, and includes "upgrading" from Ocean to air freight to reduce transit times.

PREMIUM FREIGHT MANAGEMENT : **AUTOMOTIVE SUPPLIER**



## CUSTOMER CASE

The customer implemented Cargobase in 2014 as a global effort to standardize the Premium Freight processes and carrier usage. Prior to this implementation, our customer was heavily relying on emails and phone calls to communicate with their logistics partners.

They did manage their approval process with a third party solution, however this solution did not fully meet their tiered approval levels, and the original vendor had long stopped development support. The freight invoice auditing and approval was again performed manually by the logistics operations staff.

The main objectives of implementing Cargobase were to provide process optimization through automation and to generate more control and insight into premium freight usage for management and executive leadership.

**PREMIUM FREIGHT MANAGEMENT : AUTOMOTIVE SUPPLIER**





## CUSTOMER CASE

The implementation was split on a regional level, starting in North America and followed by Asia-Pacific and Europe.

Each participating logistics service providers was fully vetted and approved by the regional team. Subsequently the providers were set up in the Cargobase platform to only cover the services and capabilities as outlined by the regional team.

LSPs play a key-role in implementation success and we allow shippers to categorize providers based on location, freight services, lanes and weight brackets. All to ensure an optimized bidding process.

Keys Features Deployed by this Customer:

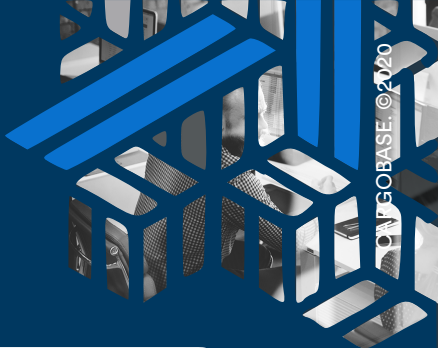
- ✓ Spot-Buy Quoting
- ✓ Booking Approval Flow
- ✓ Track & Trace
- ✓ Invoice Matching
- ✓ Analytics

The shipper requested a regional roll out and we were able to achieve the following milestones in less than two weeks:

- 1 CALL**  
We set up a virtual conference-call with shippers team to determine process flow, customizations and go-live date.
- 2 EMAIL**  
Shippers select the group of freight forwarders they wish to onboard, and an invitation to complete a free sign up on Cargobase is sent to all stakeholders.
- 3 ONBOARDING / TRAINING**  
Cargobase undertakes the setup of freight forwarders and training of all users.
- 4 ALL SYSTEMS GO**  
With provision of 24/7/365 online training material and support.



# CUSTOMER CASE



## CHALLENGE



Manual quoting, resulting in minimal providers invitations due to resource constraints. All was done by email, no insight in provider or quoting performance.



There was no control on logistics providers used, as a result providers were handling business without being vetted and signing off on general terms and conditions.

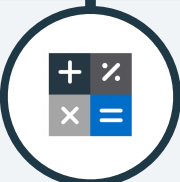


No data visibility on information such as reasons for requesting premium freight, cost center responsibility or business/product line spending.

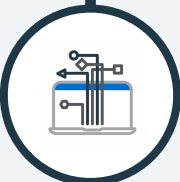


A post-booking approval flow, where shipments are booked without proper approval and approval is requested after the fact.

## SOLUTION



Fully automated request for quotation workflow, with re-use of previously used information, procurement rules and single-screen solution comparison. Full data insights on providers quoting performance.



Centrally controlled pool of logistics service providers, where each provider has a capability profile. Logistics service providers can be shared among locations and regions to gain further benefits.



Enriched quoting and shipping data with internal references, validation cost centers and enhanced reason code insights, across the organization.



A fully automated multi-level pre-booking approval flow, where users can't book a shipment without the approval from one or multiple approvals.







## CUSTOMER CASE

### KEY RESULTS



**26%**  
COST  
AVOIDANCE



**3.1**  
AVERAGE QUOTES  
per request



**6.8**  
MILLION USD  
savings

PREMIUM FREIGHT MANAGEMENT : **AUTOMOTIVE SUPPLIER**





## CUSTOMER CASE

Complications on the frontline are everyday challenges faced by automotive plant's logistics staff, this is done at strict schedules and under immense time pressure. Our platform has delivered significant measurable benefits for this automotive shipper.

The customer now meets compliance and company rules by receiving more quotes from only approved providers and is able to compare and get management approval, all in a much faster setting. As result this shipper has saved up to US\$6.8m on freight cost alone.

**PREMIUM FREIGHT MANAGEMENT : AUTOMOTIVE SUPPLIER**





## CUSTOMER CASE

**Contact Cargobase today**

Let's discuss how we can help you also deal with this critical part of the supply chain and how to make sure that procurement, logistics operations and your management team can focus on delivering actual business value. All while being in full control of the supply chain.

Talk to our Customer Success Team to learn more about pricing, implementation and customizations.

[business@cargobase.com](mailto:business@cargobase.com)

**PREMIUM FREIGHT MANAGEMENT : AUTOMOTIVE SUPPLIER**



# THANK YOU