ALOM Triples Shipping Volume with CLS' InfoShip®/Vx Shipping Software

About the Client:

Operating out of 19 global locations, ALOM innovates and implements technology-driven supply chains. ALOM helps customers pamper their end-users by ensuring that each order, no matter how complex or challenging, is executed flawlessly and delivered when and where it is needed. Their goal is to protect the brand of their prestigious customers.

Challenge: Sales Growth

A steady acquisition of new clients and growth within its existing clients had increased ALOM's small package shipping volume to the point that its existing shipping system couldn't keep up.

- Shipment processing time slowed down to 20 seconds per package.

- New shipping stations were added to handle growing volumes, but response time grew even slower.

This caused a bottleneck in ALOM's operations, with users standing at workstations waiting for shipping labels to print. Slow performance, and the need to eliminate manual shipping tasks, caused ALOM to search for a new multi-carrier shipping system that was faster and could scale with growing order volumes.

Solution: CLS Multi-Carrier Shipping Software

ALOM chose CLS and its InfoShip/Vx multi-carrier shipping software to process all small parcel and LTL carriers. InfoShip/Vx was interfaced directly to ALOM's existing Mastershipper system to allow a seamless flow from order through fulfillment. CLS:

- Installed InfoShip/Vx on each shipping station to match its previous shipping screen's "look and feel" as close as possible to reduce user training time.

- Implemented a packing screen to automate accurate data capture of international multi-box shipments.

- Created a custom batch process to handle large volumes of orders containing the same product (thus a static box size and weight). The entire batch of orders can now be shipped at once without the need for an individual confirmation per order.

- Automated many shipping tasks to eliminate manual processes.

Result: 3X Productivity Increase to 1.25 Million Packages in Six Months

Shipment processing throughput improved immediately. In the first six months of using InfoShip/Vx, ALOM processed over 1.25 million packages for their customers.

InfoShip/Vx has eliminated many manual shipping tasks, greatly accelerating package processing time, and enabled improvement in many areas, including:

- Shipping time reduced from ~20 seconds to ~3 seconds per package.
- Now processing on average 9,000 shipments per day with room to grow.
- Have scaled up to efficiently ship over 30,000 packages in a single day, with room to increase that volume without interruption in operations.

Summary: Scalable Solution, Positioned for Growth

With CLS InfoShip/Vx, ALOM is able to scale their operations as needed to accommodate sudden peaks in shipping, with no slowdowns in operations.

Case in point: during peak season, ALOM scaled up to 48+ shipping lines in multiple North American sites simultaneously from a single instance of InfoShip/Vx with no slowdown in operations.