

## Large Insurance Provider Reaps Big Benefits by Extending ADSI's Multi-Carrier Shipping Solution into Its Offices

**R**esponsive small package shipping plays a leading role in building business for this mutual company (the Company) a large insurance and financial services provider that services 75 million policies and accounts throughout the U.S. and Canada. Every day, 70,000 employees and more than 20,000 agents work together to support sales and customer service activities. Product and service information is typically sent out via small package delivery from the Company's network of 24 corporate offices, operations and service facilities.

### Challenge

The Company wanted a more efficient and cost-effective solution to handle the high volume of small package shipments being sent out from all locations. The existing process was manually driven:

- Employees chose carrier options without access to cost/delivery details.
- The employee filled out a five-part, handwritten form and sent it with the package to the mailroom.
- The mailroom or shipping staff keyed the information from the handwritten form into the shipping system. They also typed an email to let the employee know their package was processed.
- At the end of the day, both departments printed out manifests from each standalone, carrier-provided shipment manifesting system to keep on hand for shipment tracking questions.

In addition to being time consuming and potentially error prone, the existing process provided limited visibility into actual shipping activities, making it tough to identify and quantify opportunities for improvement.

**Now, employees from any department can log into the Request-IT shipping screen from any desktop.**

### Solution

After reviewing several options, the Company opted to roll out ADSI's Ship-IT™ multi-carrier shipping software solution in all of its corporate locations, operational and support centers. "ADSI was already installed and performing well in our regional service facilities where we process 5,000 to 7,000 shipments per day," said the Company's business automation analyst and project team leader, "We ultimately decided it would work well in all our locations."

ADSI's solution consists of two components: Ship-IT, its multi-carrier system installed on the Company's server network; and Request-IT, a desktop solution that is accessible from any employee workstation. Now, employees from any department can log into the Request-IT shipping screen from any desktop. The company has realized

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numerous improvements as a result of this new approach, including:

- **More informed carrier selection options.** Employees can simply log in to Request-IT, enter their shipping details and view all possible carrier service options and costs for delivery. Significant cost savings came into play when employees could now see when ground service offered the same time in transit as next day air.
- **Elimination of handwritten documents.** Once the carrier/service is selected, Request-IT prints out a barcoded document and sends the shipment on to Ship-IT for processing.
- **Rapid processing.** The barcode and the package are delivered to the mailroom, where they are scanned and processed on Ship-IT. Shipment documents and labels are also now automatically generated by Ship-IT.
- **Auto-generated emails.** Email messages, including carrier tracking numbers, are auto-generated by Ship-IT and sent to the employee/sender so they can easily track their own shipments.

- **Better visibility.** Detailed shipping information is captured by the system and stored for reporting purposes. With Ship-IT, employees can clearly see that the package will arrive, on time, at a much lower cost.

### A More Complete Picture

According to the project manager, quantifying the Company's small package shipping volume was difficult under the old system. Now, with ADSI's solution, it's easy to determine how many packages were shipped, by which department and employee, on a day-to-day basis. With facilities now using ADSI's Ship-IT system for all their small parcels, the Company has quickly gained an accurate picture of activity.

"Our true shipping volumes were even higher than we'd anticipated," said the project manager.

"Volume from all the facilities totals over 200,000 packages a year. The detailed shipping information we receive from Ship-IT allows us to analyze shipping patterns and further improve on shipping practices throughout the company."

### Rapid Payback

"When you eliminate manual processes across a network of 68,000 employees and 24 facilities, the potential savings in time and labor are tremendous," said the project manager. "One of the biggest benefits was gained by putting shipping cost and delivery information into the hands of the employees. This has provided them with accountability and the ability to manage their workload differently."



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