ShipExec™ Extends Same-day Shipping Cut-off Time for Mitsubishi

Executive Summary

Mitsubishi Electric is a world leading name in the sales and the manufacturing of electrical and electronic products and systems used in a broad range of fields and applications. Before ShipExec™ for SAP® Enterprise Shipping, employees would use carrier provided desktop software that was loosely integrated with SAP to print labels. Through this process, SAP was not updated until the end of the day, and often they had to key their data into the carrier software to ship. When looking for a better shipping solution to streamline their operations, they wanted to work with someone they could trust. Since ShipExec was backed and sponsored by UPS, a fortune 100 company with the financial stability and customer service that supports more than just software, they felt they could trust this new system for their evolving shipping requirements.

"CONTAX's team understood our shipping requirements from day one, and proceeded to provide guidance to make our organization's logistics processes more efficient. CONTAX's staff has a depth in knowledge in logistics that goes much beyond basic shipping processes."

Nathan Baes, Managing Director, CONTAX Inc.

Challenges with Multiple Carriers

Before ShipExec, Mitsubishi Electric processed their shipping in multiple carrier provided systems. Having to maintain and support them, along with training staff on different software packages was resource intensive. They also never had a real-time shipping interface so their SAP environment was always out of sync. Now with ShipExec, once the labels prints, SAP is updated immediately with tracking information, transit time and costs.

Another challenge with their old shipping process was that supporting customer interfaces required regular attention and development by IT staff. With ShipExec, they no longer needed to concern themselves with internal developers supporting the platform.

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Business Process Improvements

Now with one streamlined shipping solution, SAP is automatically updated in real time with ShipExec and relies on less staff and internal resources making supporting the system and training users much easier.

Since Mitsubishi specializes in deploying SAP-integrated scan-and-apply conveyor systems, ShipExec easily integrated into the automated line, creating a lot of internal efficiencies. Today Mitsubishi is seeing high throughput in both the manual and automated shipping lines.

Shipping data is much more accurate now, resulting in less revenue lost on incorrect shipping charges or internal shipping errors. The biggest business benefit realized from ShipExec is Mitsubishi is now able to extend their same-day shipping cut off time for orders beyond 2:00pm Central Time to 4:00 PM Central time, increasing capacity by two hours every day.

Solution Selection

Mitsubishi selected ShipExec because of CONTAX's reputation and thorough experience deploying shipping solutions for other businesses running SAP.

CONTAX's depth of knowledge in all functional areas insured that there would not be a problem they could not overcome. ShipExec's SAP certification also gave peace of mind that they would continue to be supported as SAP releases new patches.

The end-user training allowed them to go-live for multiple locations on the same day. As with any software, it took a little time to get accustomed to the new process, but there wasn't any impact on shipping volume after go-live.