

ROI received within first year with B2B Platform



Landstar System, Inc.

Location

Jacksonville, FL

Industry

Transportation and logistics

Business challenge

Find innovative ways to automate manual processes and optimize business process integration

Solution

Sterling Integrator®

Benefits

- Provided secure platform to manage data transactions
- Optimized business process integration
- Automated manual processes
- Improved efficiency and increased revenue
- Achieved ROI within one year with the implementation of several applications

Customer background

Landstar System, Inc. delivers safe, specialized transportation and logistics services to a broad range of customers worldwide. The company identifies and fulfills shippers' needs through the coordination of individual businesses comprised of independent agents and third-party transportation and logistics capacity providers. Through their operating subsidiaries, Landstar delivers excellence in complete transportation logistics services and solutions.

Business challenge

Landstar, along with a network of more than 1,000 independent agents, 8,800 business capacity owners, and 25,000 contract carriers and warehouse capacity owners, has always utilized innovative technology to provide every customer with safe, reliable, and cost-effective supply chain solutions.

Landstar originally approached Sterling Commerce about a solution to handle XML documents and other data formats. Sterling Integrator would give them that ability and allow them to consider other development opportunities resulting in a more efficient work environment.

Solution

With the implementation of Sterling Integrator, Landstar now has the ability to do business with more customers by exchanging data in many different formats. Sterling Integrator gives Landstar a single, secure platform to manage data transactions and optimize business process integration for improved efficiencies. In fact, Landstar realized its return on investment from Sterling Integrator much faster than expected.

“Sterling Integrator has enabled our Agent family to process more loads with fewer people, and use those resources more effectively.”

Kristen St. John
EDI Manager,
Landstar System, Inc.

Sterling Integrator has enabled Landstar to process more types of transactions, thus increasing revenue. Prior to implementation, Landstar was locked in to using standard EDI or developing custom code to handle other formats. They now have the ability within Sterling Integrator to process loads in multiple formats including e-mail, XML, as well as standard EDI. The e-mail solution that was created is unique because Sterling Integrator can send load information in an e-mail and accept a response back from the end user, which reduces the chance of human error and improves efficiency.

In 2006, Landstar expanded by purchasing a warehouse management system (WMS). Sterling Integrator was the perfect tool for integrating data from the customer into the WMS application. The company receives WMS data in multiple formats, such as flat file, CSV, XML and EDI. Sterling Integrator moves and translates the data to and from the WMS application. This capability has made the solution a critical system at Landstar. If not for Sterling Integrator, the IT department would have to write custom development code to process data in whatever way the customer chooses to send it.

Landstar has also created several applications within Sterling Integrator to enable their independent sales agents

to become more efficient. One involves sending e-mails to agents, who can accept or reject the offer of a load by a customer, and Sterling Integrator picks up the agent’s response. This automated distribution of information allows agents and their customers to manage and track shipments, thereby improving customer service and reducing incoming customer inquiry calls.

Key benefits

As Landstar gains more experience with Sterling Integrator, they learn more about what it can do, such as integrate with other applications, process e-mail and provide secure file transfers. Landstar’s EDI department has become recognized as a valuable resource for technology solutions elsewhere in the company.

Even though Landstar originally implemented Sterling Integrator to transfer XML files, it has become a key integration tool for transferring data back and forth among customers and agents.

Sterling Integrator enables Landstar to automate processes that were once manual, such as re-directing e-mails from customers. Other efficiencies enable the company to process loads more efficiently, thus enabling Landstar to reallocate resources more effectively.

About Sterling Commerce

Sterling Commerce, an AT&T Inc. (NYSE:T) company, helps companies optimize and transform their Business Collaboration Network quickly, easily and securely so they can accelerate revenues, reduce costs and protect their enterprise. Sterling Commerce provides more than 30,000 customers worldwide with applications and integration solutions to connect, communicate and collaborate with their customers, partners and suppliers.

Learn more at www.sterlingcommerce.com.

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