

NAV

Microsoft
Dynamics

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group

Connecting your business

SDC Group

SDC Group sends twenty thousand packages to clients annually. Since the company chose the transport module in Transsmart, sending a package happens 3 to 4 minutes faster. That is a thousand hours of savings per year thanks to less hassle and more efficiency. That opens up a lot of doors!

SDC Group is a distributor of telephone and IT solutions. 'We deliver telephone and ICT equipment to telecom, installation, and IT companies, all business-to-business,' says Paul Kloos, who is an owner-director of the business together with his brother. The logistics process of SDC Group is not terribly complicated, he says: 'A client orders equipment from us. We put that in a box, we attached a label, and we send it.' So it is not rocket science, yet it can still be made easier. Not that there were any problems; Kloos just thinks in terms of opportunities. However, there were a few obstacles in the sending process.



Make the process easier


'The original point of departure was that we had three transporters, each with their own software package. When we started using a fourth transporter, the desire to simplify the process came about so that we would no longer require peripheral supplies like printers or equipment for any of the transporters. We did want everything to be uniform and standardized. The simpler the procedures, the better. One of our transporters told us about Transsmart, a transport module that we could link to our ERP system. Kloos was definitely interested. 'Transporter independence,' he says, decidedly answering the question of what the driving motivation was.

Interpreter-Translator

Making a link was going to require an 'interpreter-translator' that would allow Transsmart to 'talk' with Dynamics NAV, the ERP system from Microsoft, which SDC uses. That became the ShipIT application by Idyn and the application did not exist before SDC gave the OK. 'During its development, we were involved as a launching customer. There was still no ready-made solution for our ERP system,' says Kloos. 'It was mutually important for us. Idyn was already one of our suppliers with whom we had short lines of communication. They needed a client case and we were the answer.' An interface like ShipIT is not necessary to translate between Dynamics NAV and Transsmart per se, as there is a lot that can be programmed in the ERP system, but working with ShipIT is just so much easier and cheaper. 'You have got to see it,' says Kloos, 'the ShipIT application that Idyn made for us is now available for other Dynamics NAV clients who want to work with Transsmart.'

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Paul Kloos, SDC Group



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One button

The automation of SDC's shipping process was optimised by the purchase of the intelligent, transport module, Transsmart." says Kloos. 'An order arrives via the web shop and is moved to Dynamics NAV through an entirely automatic process. The only human interaction in the procedure is clicking the button that says 'Book order'. A packing slip is automatically produced, a sticker pops out for shipping, and the client receives the invoice via mail. For employees, it has become a bit simpler, says Kloos. 'They only see the one order button. They have no idea of the work we do behind the scenes with Transsmart and ShipIT. They do not need to know that either: the less you see, the better. Our employees work with Dynamics NAV and only have to worry about the one button'.

Simplicity

The simplicity of the solution has contributed to the decision by SDC to work with Transsmart. 'Furthermore,' says Kloos, 'you then have the three hundred carriers at Transsmart at your disposal and if you want to switch over, it's just five minutes of work. Normally, each carrier has their own software and their own labels, which you have to arrange in the system. That is something that is tightly organized in the background and goes unnoticed at the front end. The only thing the personnel notice about it is that different labels come out of the printer and a different colour truck comes by.' Generally, SDC does not work with three hundred carriers; the company has selected a few options from which the client can choose.

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Paul Kloos, SDC Group

Advantages

The ease and simplicity of the solution were reasons to start working with Transsmart, as much as the flexibility of the module was. These all offered the necessary advantages. Manually producing labels has come to an end, the chance of error has decreased and packages no longer end up at the wrong transporter. Furthermore, shipping via Transsmart delivers a huge savings in time. This also means that a number of matters have improved within the company. Kloos: 'If you work with standardized software like ShipIT and Transsmart, then you have the perfect working solutions. You only have to make the move toward optimisation after that. The software knows what it has to do, you just have to follow your own process.'

This is where the clients derive their benefit from, because they receive a track and trace code for their order much faster than before, which they can then give to their clients, so there are less issues with the package. 'We had to give them a little bit of training,' laughs Kloos, 'because now they have to enter the actual delivery address. In the beginning, a few packages found their way to the client, when they were meant to go to the client's client.

Flawless implementation

Thanks to the quality of the partners involved in SDC Group's transport solution process, Paul Kloos looks back on the flawless implementation process. 'The software works,' he says, 'We have a working solution and that is exactly how it should be.' Kloos recommends that other businesses choose the same solution. 'There are few people who could offer such far-reaching integration and with so many transporters as Transsmart does. The combination of Transsmart and ShipIT is a simple way to yield significant efficiency improvements. The contact between all parties along the course was particularly good and remains good. I have nothing else to say about it. If it is good and it works well, what else do you need?

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