# iDrive
LOGISTICS

# SHIPPING AUDITS AND BUSINESS INTELLIGENCE
## A CASE STUDY

## COMPANY BENEFITS FROM BETTER RECOVERY AND ENHANCED ANALYTICS

### Problem Overview

Client is a large shoe manufacturer and distributor (more than 20 years in the market place) and was using an auditing tool from an iDrive competitor. Client expressed extreme frustration and dissatisfaction with the lack of recovery results as well as the usability of the auditing tool. Client's primary complaints were that the tool was difficult to set-up, hard to understand and lacked the complete shipping view and business intelligence that was needed.

## Client Shipping Characteristics

Client's shipping spend is more than $900,000 per year—primarily ground—with a mix of residential and commercial.

## Solutions

- iDrive provided access to its cutting-edge, online audit platform that delivers a real-time audit with better recovery results, enhanced reporting and business intelligence.

- iDrive also provided Client with a much easier set up by conducting the onboarding and ensuring that Client was thoroughly trained in using the auditing platform effectively. iDrive continues to provide quarterly reviews to Client to go over recovery results, answer questions about the platform's business intelligence features and to ensure Client's satisfaction.

## Results

Through the iDrive audit platform, Client was able to analyze 42 distinct data points including billing errors, voided packages, residential surcharges, reclamation of service guarantees and cost allocations. It was also discovered that the primary carrier had placed waivers on several main account numbers, so there had been no recovery of credits on late packages. Once visible, these waivers were removed and all accounts began functioning correctly. Client further benefitted from its access to critical reporting on address corrections, which is helping to reduce unnecessary shipping expenses that previously went undetected.

Client is consistently recovering around 1% of their total shipping costs monthly. Equally important, Client has been able to improve shipping processes based on the information and trends easily seen through the powerful, real-time dashboard reports.

**For more information about iDrive's auditing and reporting solution, please visit our website or contact us at 888.797.0929.**

**iDrive**
L O G I S T I C S

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