



KONGSBERG PCS DIGITALISED INTERNATIONAL SHIPPING PROCESS WITH SHIPITSMARTER

CUSTOMER CASE

KONGSBERG
Precision Cutting Systems

Kongsberg Precision Cutting Systems (Kongsberg PCS) delivers digital cutting solutions to wide format, packaging, and industrial markets worldwide. Driven by customer success and future growth ambitions Kongsberg PCS enables customers to produce faster, safer and more efficient. For their online shop and intercompany shipping Kongsberg PCS relies on ShipitSmarter for fast shipment at the best conditions according to customers' requirements all over the world.

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Innovation and digitalization

As a market leader Kongsberg PCS is keen on innovation, expanding its business and always putting the customer first. To optimize and automate their complex international shipping process, Kongsberg PCS has implemented ShipitSmarter's Shipment Management Platform in 2019 and has been harvesting the effects since, to their complete satisfaction. In addition to an improved logistics process and substantial reduction of costs, it has contributed to the entire customer experience.

On demand 24-hour delivery

Matúš Kulíšek, Logistics Teamleader for Service orders at Kongsberg PCS, is responsible for the international order distribution of Spare parts and consumable parts. 'We ship on demand and very often need to deliver within 24 hours. To support our customers business continuity we need to book, label and ship as fast -and at the best conditions- as possible, that is what ShipitSmarter does for us'.

Kongsberg PCS's strategy focusses on continuous innovation in digital finishing hardware and software solutions, as well as expanding business beyond the packaging industry. To fully enable their highly experienced engineers and network of certified service partners, fast delivery times are crucial to maintain customer production uptime, wherever they are located.

Quickly implemented

After choosing ShipitSmarter in 2019 Kongsberg PCS wanted to benefit from its possibilities as soon as possible. The Shipment Management Platform contains key logistic features out of the box. The combination of unique integration tooling and the ShipitSmarter



“ ShipitSmarter proved to be especially usefull for last minute orders, we are now able to ship orders 5 minutes after receiving. ”

MATÚŠ KULÍŠEK, LOGISTICS TEAMLEADER FOR SERVICE ORDERS AT KONGSBERG PCS

implementation experts make international warehouse- and webshop integrations a breeze. Matúš: 'We are very satisfied with ShipitSmarter's easy to use shipping solution and the additional support services offered. They understand our business and bring the knowledge and expertise we need.'

Quality of delivery

Kongsberg PCS's customers can expect the highest level of service in the market. 'In order to guarantee quality of delivery we are now easily provided with

shipping rates, expected delivery times, track and trace data and time of delivery reports', Matúš says. 'Especially these reports provide us with valuable data for our invoice and carrier auditing. Since ShipitSmarter is connected to our webshop, integrated in our ERP system and connected to our carrier systems we have all the shipment data needed. In addition to valuable management reports and relevant insights, this also often leads to substantial cost reductions, as a result of invoice deviations data provided by ShipitSmarter.'

“ I create a shipment within 30 seconds,
for me this is mind blowing. ”

MATÚŠ KULÍŠEK, LOGISTICS TEAMLEADER FOR SERVICE ORDERS AT KONGSBERG PCS

**Do you want to improve your
customer experience and reduce
shipment cost?**

We are glad to help you creating valuable insight with a

FREE QUICK SCAN!

Better negotiation

Kongsberg PCS uses shipping reports, that are generated out of their shipping data, as a reference in carrier contract renegotiating. The on-time delivery data and invoice auditing figures have proven to be very useful for that. 'I have a complete database of all our shipments, carriers, and their rates all over the world and in all regions', Matúš continues, 'Thanks to the reports and insights provided by ShipitSmarter we are able to negotiate better. I truly believe my shipping data is better than the data my carriers have in their reports.'

Results

Kongsberg PCS is now able to ship their spare parts internationally based on specific requirements like price, delivery time and date. The shipment platform is combining rates, carriers, provides quick insights and helps to check and select the best delivery options. The generated shipment, including the shipping details is automatically pushed into the selected carrier's system. 'Thanks to ShipitSmarter we now have a stress-free logistics environment wherein it is possible to fast and easy compare prices and carrier services. Instead of collecting data from many different applications and systems, all shipping-, carrier- and shipment information is merged and made available in one page. ShipitSmarter is making our life a lot easier.'

