



Enterprise Shipping Solutions

Customer Case Study

B&H Photo was was outgrowing its desktop shipping solution and needed a more robust solution to cope with increased peak season shipping and employee usage.

The implementation of Kewill's Flagship enterprise-level shipping solution allows unlimited users and integration to B&H's internal systems. As a result B&H has significantly reduced license costs associated with peak season usage and Kewill Flagship has reduced the time required for B&H's daily shipments by 40 percent.



Company Profile

B&H has been serving imaging, photo, video and audio markets for more than 30 years. As a trusted source for professional photographers and consumers, B&H combines honesty and dependable assistance with outstanding service before, during and after customers receive products. Its customer satisfaction policies have made B&H the world's leading retailer of photography, videography and audio equipment, serving professionals and consumers through the company's New York City retail store and delivered through mail order or web site direct delivery internationally. Its store is as large as a football field and its warehouse space much larger.

With the world's most extensive inventory of imaging, photo, video, and audio products, B&H has more than 150,000 different items available for shipment every day - all from its New York City facilities.

Challenge

During the 1990s, B&H Photo managed the distribution of its products through a desktop shipping solution that was suitable for current needs, but lacked scalability for the aggressive growth record of the company. When B&H sought to upgrade its system, Kewill had a strong understanding of the company's interest and a solution for the changing needs.

With an increased volume of packages shipped daily, B&H could no longer rely on a desktop solution to manage its volume and economically allow for increased employee usage of the system. B&H needed an enterprise-level multi-carrier shipping solution that allowed unlimited users and could be integrated into B&H's internal systems.

Solution

The Research & Development organization of B&H reviewed the market's enterprise shipping solutions and narrowed their selection to Kewill Flagship, becoming one of Kewill Flagship's first customers.

Kewill Flagship is a robust multi-carrier shipping management system designed for warehouse deployments that ship tens of thousands of parcels

per day. Its out-of-the-box business rules and domestic carrier support for FedEx, UPS, DHL and USPS enable rapid implementations, low cost of ownership, and quick ROI. Kewill Flagship supports the fulfillment process end-to-end from rate shopping at order entry to label and manifest generation. Users can shop carrier rates based on service, time-in-transit, due date, constraints and costs.

Results

Today all the employees responsible for B&H product delivery have access to the same Kewill Flagship system, eliminating significant cost associated with the previous requirement to purchase licenses for every shipper - especially during peak season. Employees can login at any work station and use any one of their networked printers for labels. Flagship users simply place the box on a scale and scan a packing slip barcode. Address and shipping requirements are automatically sent to the shipping server which processes the parcel and prints the necessary label. Once processed, Kewill Flagship sends a message back confirming the shipment is complete and provides a tracking number. All shipments' carrier selection, tracking and user login information is stored in aggregate for B&H to access as needed for customer service and internal reporting purposes. Since adopting Kewill Flagship, B&H has reduced the time required for its daily shipments by 40 percent.

"Our ability to log into one system with Kewill Flagship has significantly reduced our margin of error, saving us both time and money. And we gain additional savings with the reduced upkeep necessary for the system. We're very pleased with Kewill and its dedication to B&H as we continue to grow our company."

Akiva Kizelnik, Project Manager
B&H Photo

Kewill
1 Executive Drive
Chelmsford, MA 01824

www.kewill.com/shipping

Email: info@kewill.com
Tel 877-872-2379

