**International Logistics System**

## AT A GLANCE

**Overview:** international logistics management system

**Industry:** Import/Export

**Customer profile:** large US-based eBay store with manufacturing overseas

**Key Challenge:** manage order fulfillment and international supply logistics

**Aestiva's Solution:** custom system built on **Power Office**

**Results:** expanded sales order volume and better customer service due to more efficient supply-chain and distribution logistics

**Delivery and Cost:**

- Users: 15 worldwide
- Delivered: in 30 days
- Cost: under $15,000

## THE CHALLENGE

A large retailer on eBay was experiencing revenue growth challenges due to difficulties managing its manufacturing process and related delivery logistics. Items were manufactured in China and then delivered for distribution around the world. The company lacked a mechanism to efficiently track and monitor orders from manufacturing through transport as they shipped to worldwide distribution centers via various transport methods.

The retailer decided it needed an online system to better manage its logistics. The system needed to be very easy to use and cost-effective. Additional complexity in the requirements included the need for audit trails and the ability to generate reports as needed.

The system would be used by staff in China, Europe and North America who used different web browsers (Internet Explorer, Safari, Firefox, etc.) and different desktop operating systems (Windows, Mac, Linux).

The company relied on part-time external IT support so it needed to minimize its IT expenses to build, deploy, and manage the system. It wanted to avoid systems that required special software to be maintained on user desktops – and the IT cost and complexity that deploying special desktop software would entail.

## THE AESTIVA  SOLUTION

The Aestiva Production department built a custom **Power Office** system that delivered on its promise. The system lets the company track movement of its goods on a per-order basis, and easy identify and handle problems or delays, whether from manufacturing, shipping, or elsewhere. It tracks items from manufacturing start to final delivery and distribution across varying shipping routes and methods. The solution has enabled the company to scale up and sustain its order volume growth, improve customer satisfaction, and achieve its goals. The globally deployed solution provides sophisticated audit-ability, reporting, tracking, and logistics - without the operational costs of more complex systems.

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