

Helping Logistics Operations Stay in Shape

SureShip, Inc.

SureShip is a Third Party Logistics business that provides e-commerce, inventory management and fulfillment services for corporations, non-profits and entrepreneurs. A full-service provider, SureShip is known for their superior customer service, competitive pricing and automated capabilities with controlled shipping activities for anyone, anywhere and anytime.

Challenge to Lighten Up

For many years, SureShip ran their pick, pack and ship operations using a client access system that was built on old technology. However, as they began experiencing growth, logistics operations were becoming increasingly difficult to manage.

“One of the issues we were experiencing with our old client access system was information overload. Running on old technology, the backend of our E-Commerce system was huffing and puffing to keep up with our customer’s requests”, says Sean Wood, Operations Manager at SureShip.

Providing cost effective, competitive and efficient services is one of the primary goals of SureShip. “We knew we needed a client access system that could integrate with our accounting and client relationship management system.

Our employees were spending a sizeable amount of time handling customer service issues and responding to customer requests for information on shipping dates, availability of inventory in the warehouse, or order gift-wrapping”, explained Sean Wood.

Pound For Pound Challenge

SureShip was up to the forward thinking challenge and approached Source Consulting, their business software solutions provider (aka business operations fitness consultant), to develop a client access system that was in step with their requirements.

“We wanted a system that could handle our E-Commerce client’s requests, such as providing gift wrapping options, gift certificates



and coupons, recommended items options and ability to add items to wish-lists”, says Sean Wood, Operations Manager.

SureShip also wanted a system that could give customers access to real-time available inventory in the warehouse, and view the queued up orders waiting to be picked, packed and shipped.

The Challenge Winner Trims Down Their Work Day by 25 percent

Source Consulting developed a client access system for SureShip that sped up the metabolism of their logistics processes. Sean Wood says, “Once we implemented the new client access system, we freed up 25% of the time we were spending answering customer questions. Now our customers have instant access to the inventory in the warehouse and are able to trace the information they are looking for without delay.”

The new system has been vital to ensure SureShip’s competitive position in the marketplace. SureShip cut down the amount of time setting up client’s e-commerce systems by 75%.

Sean Wood concludes, “We are proud of our client access system. It has given our customers faster and real-time access to information, improving our customer satisfaction rates and allowing us to be more competitive at the same time by reducing our internal support costs!”



About SureShip

SureShip provides end-to-end e-commerce, inventory management and fulfillment services for corporations, non-profits and entrepreneurs. Leveraging sophisticated, fresh web design solutions, a state of the art, wireless warehouse management system and a national call center, SureShip provides its clients with the perfect vehicle to consolidate a variety of inventory management and fulfillment needs. For more information please visit their website at www.sureshiponline.com or call 301-577-7550.

About Source Consulting

Source Consulting helps distribution; manufacturing and third party logistics companies streamline their accounting, marketing and sales, customer service, logistics and warehousing operations. Headquartered in Fredericksburg Virginia they have been helping businesses streamline their operations since 1990. Source Consulting is a partner of the WAC Group which has a nationwide presence and is currently serving customers in 35 states. For more information please visit their website at www.2sci.com or call 540-785-0268.