

# CASE STUDY

Customer  
**Wagner Logistics**

Industry  
**Logistics**

Number of Locations  
**3**

Techdynamics' Solution  
**techSHIP**



## Case Study

# Enhancing Competitive Edge in the Logistics Industry with techSHIP - A Wagner Logistics Experience

## Introduction

This case study delves into the success story of Wagner Logistics, a North Kansas City-based company. Wagner improved operational efficiency by integrating techSHIP, a cutting-edge multi-courier shipping solution, with its Warehouse Management System (WMS). This integration has allowed the company to provide competitive rates to its customers while achieving remarkable results in reduced setup time, increased shipping capacity, and error-free operations.

## Objectives

- To offer the most competitive rates to Wagner's customers through techSHIP's advanced rate-shopping features.
- Enhance Wagner's operational efficiencies by seamlessly integrating techSHIP with their existing WMS system.
- Accelerate the fulfillment process, facilitating a quicker transition from order placement to shipping.



## Implementation

Wagner Logistics integrated techSHIP into its operations, marking a significant upgrade in its service delivery system. The primary implementations included:

1

### WMS System Integration

Wagner Logistics integrated techSHIP with its WMS, for a fully automated solution, eliminating the manual data entry previously involved in printing labels and generating shipping documentation (CI, dangerous good, etc.) and fostering a user-friendly environment that was easy to navigate, implement, and train on.

2

### Rapid Setup of Multiple Shipping Locations

Leveraging techSHIP's capabilities, Wagner Logistics set up multiple ship stations across its three facilities in North Kansas City, remarkably reducing the setup time from days to hours.

3

### Fast Order Processing

With techSHIP, Wagner Logistics' team could perform essential tasks, including weighing and measuring boxes via a dimensioner and pulling order information from the WMS (via a quick scan) within 2-3 seconds, significantly reducing the order processing time.

## Outcomes

Wagner Logistics witnessed a notable transformation in its operational metrics, including:

### 1 **Tripled** Fulfillment Volume

Despite maintaining the same number of ship stations as three years ago, Wagner Logistics now handles three times the fulfillment volume, a testament to techSHIP's efficiency-enhancing features.

### 2 **Record** Order Fulfillment

Wagner Logistics achieved a company record of 30,000 shipments within a week, with techSHIP consistently generating labels in seconds.

### 3 **Simplified** Employee Training

Wagner Logistics reported a streamlined training process for new employees, who could be trained to operate techSHIP with zero errors in just 30 minutes.

### 4 **Remote** Order Manifesting

techSHIP introduced the flexibility of remote manifesting, allowing Wagner Logistics' employees to manifest orders from anywhere, including their homes.

### 5 **Highly** Customizable Solutions

Wagner Logistics utilized techSHIP's customization options to set up client profiles based on their requirements and auto select them at the ship station, facilitating a more personalized service delivery.

## **Rapid Setup** and Multiple Shipping Locations

One of the standout features of this integration is Wagner's ability to set up multiple shipping stations across various buildings within hours. This efficiency level is particularly noteworthy, as it allows Wagner to commence operations on the same setup day, ensuring prompt service to its clients. Time is of the essence for Wagner Logistics, and the ability to expedite order processing significantly benefits both their operational efficiency and customer satisfaction.

## **Order Processing** and Label Generation

With techSHIP, Wagner can measure, weigh, and scan order details in a single swift motion. This streamlined process involves placing the carton on a dimensioner, scanning the label, and swiftly generating the shipping label. This seamless operation results in printing shipping labels in seconds, minimizing errors and delays, and ensuring swift order fulfillment.



**Train new employees in 30 min** to operate with zero errors.

## Remarkable Growth

Over the past three years, Wagner has experienced exceptional growth in its fulfillment volume. While initially operating with five ship stations to handle one-third of their current volume, they have since maintained the same number of stations while achieving three times the fulfillment volume. This substantial increase in capacity underscores the effectiveness of the techSHIP integration in scaling their operations.

## User-Friendly Training and Error-Free Operations

Wagner's experience with techSHIP extends to its training program. New employees can be trained in just 30 minutes, ensuring they can operate with zero errors. This user-friendliness and efficiency significantly contribute to the company's operational success.

## Support and Responsiveness

Working with the techSHIP team has been an exceptional experience for Wagner Logistics. New carrier setup is a breeze, and Wagner can often add carriers independently. In cases where additional assistance is required, submitting a support ticket results in a prompt response from the Techdynamics support team, usually within 15 to 20 minutes. Techdynamics ability to deliver enhancements within a few days ensures that Wagner can continuously improve its operations.

## Feedback

The Wagner Logistics team hailed their experience with the techSHIP team as “phenomenal”, citing their readiness to set up new carriers and assist in ensuring a smooth operation.

## Conclusion

Wagner Logistics' partnership with techSHIP has undeniably catapulted the company to a new echelon of efficiency and customer satisfaction in the logistics industry.

The tailor-made solutions and an unparalleled support system have positioned Wagner Logistics as a formidable player in the logistics industry, ready to deliver volume and quality like never before.

This collaboration promises a future replete with opportunities and a roadmap for sustained growth and industry leadership.