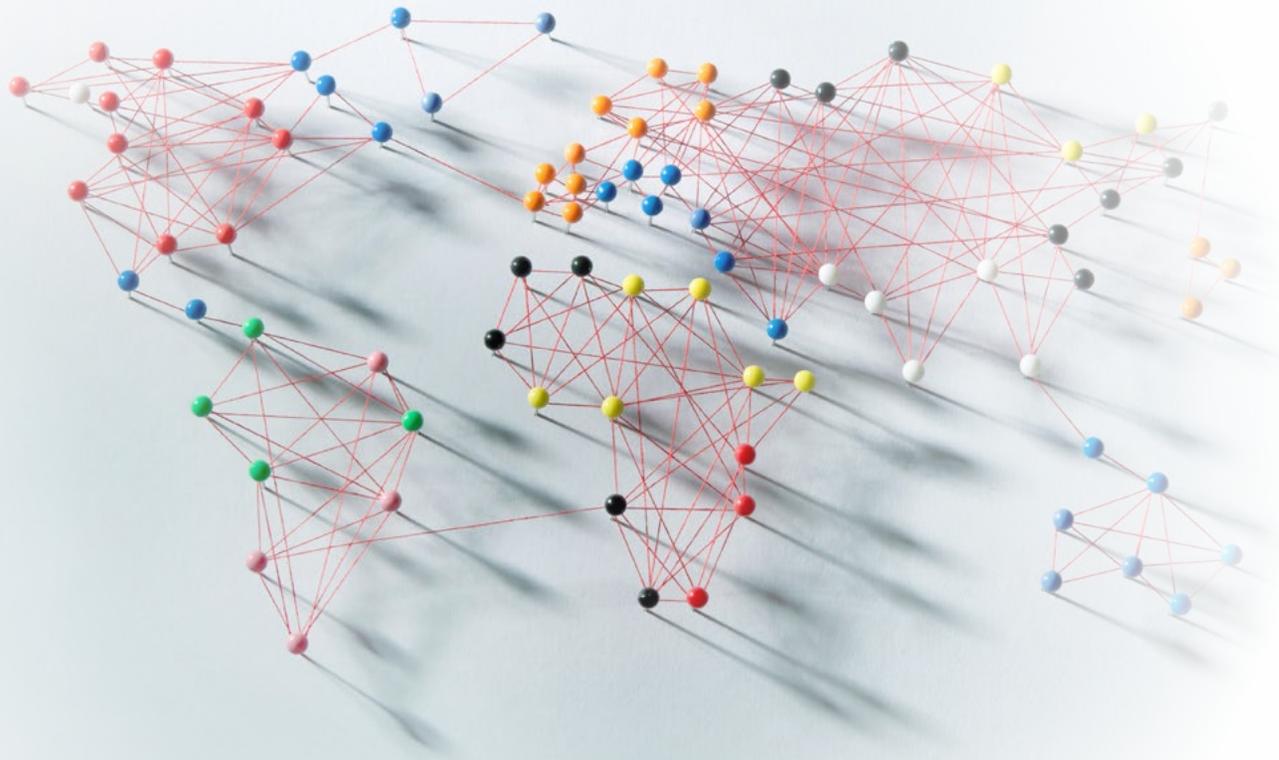




QAD PRECISION CUSTOMER CASE STUDY

TVH PARTS



“TVH Parts leverages QAD Precision to automate processes leading to efficiency gains and decreased operational costs.”





TVH PARTS

TVH PARTS LEVERAGES QAD PRECISION TO AUTOMATE PROCESSES LEADING TO EFFICIENCY GAINS AND DECREASED OPERATIONAL COSTS

THE COMPANY: TVH PARTS — PART OF THE TVH GROUP

TVH Parts — a part of the TVH Group — is a global business operating from 65 sites. The company supplies material handling, industrial equipment and agricultural equipment parts. TVH Parts sells in 172 countries and has more than 25,000 customers.

HIGHLIGHTS	
Headquarters	Waregem, Belgium
Industry	Aftermarket
Products	Material Handling Parts; Industrial Equipment Parts; Agricultural Equipment Parts
QAD Precision[®] Solutions Utilized	QAD Precision Transportation Execution

THE CHALLENGE: CREATING CARRIER-COMPLIANT TRANSPORTATION LABELS FOR HIGH VOLUMES OF SHIPMENTS

TVH Parts ships high volumes of parcels every day from multiple sites around the world. For example, TVH Parts Co. in the USA, sends out around 10,000 parcels per day. Ensuring timely delivery is a key success factor — 95 percent of all orders are for next-day delivery. TVH Parts makes deliveries by road, air and sea.

For much of the company’s history, TVH Parts developed all software in-house. This included an IT system for transportation. However, remaining compliant with changing carrier requirements and/or manually keying in information on carrier shipping software systems was a drain on company resources, particularly given the large volumes shipped by TVH Parts.

TVH Parts wanted to deploy one system that could support the company’s shipping operations worldwide. This included printing compliant transportation labels for parcel and LTL carriers and sending compliant EDI data to carriers. The company also wanted to improve efficiency and minimize IT resources required for transportation.

THE SOLUTION: A SINGLE SOLUTION TO SUPPORT BUSINESS ACROSS GLOBAL LOCATIONS AND MULTIPLE TIME ZONES

TVH Parts was looking for a solution provider with an international presence as the company works across a number of different locations and time zones. TVH Parts chose Precision Software (QAD Precision)[®] because of its global footprint.

The multilingual and multi-currency capabilities of the QAD Precision solution was also important as TVH Parts is present on every continent. That QAD Precision has locations in the USA was also a factor — around one third of TVH Parts’ business is done in the USA.



RESULTS

ONE PLATFORM FOR PRINTING COMPLIANT TRANSPORT LABELS FOR PARCEL AND LTL CARRIERS

AUTOMATED LABEL CREATION LEADING TO EFFICIENCY GAINS AND RELATED DECREASED OPERATIONAL COSTS

REDUCED IT RESOURCES NEEDED FOR INTEGRATING CARRIERS AND ONGOING MAINTENANCE.

CENTRALIZED AND SCALABLE CLOUD-BASED SOLUTION FOR GLOBAL ROLL-OUT

In addition, the willingness and capacity to offer a cloud-based solution was a critical as it allows the solution to scale, as is planned.

“It is our intention to roll out Precision in the entire TVH Group of companies ending up in printing transport labels via Precision for more than 2 million shipments per year,” says Herbert Sercu, Corporate Traffic Manager of TVH Parts.

A further factor was QAD Precision’s multi carrier network. QAD Precision is approved and certified with an extensive global carrier network, including DHL Express, UPS and FedEx. TVH Parts also wanted to leverage other carrier services and QAD Precision is able to introduce new carriers in

a timely and cost-effective manner. The ability to use QAD Precision to generate compliant transport labels and EDI files, print these quickly and at any time was key.

THE BENEFITS: AUTOMATING TRANSPORTATION LABELS LEADS TO EFFICIENCY GAINS AND DECREASED OPERATION COSTS

Carrier requests to adapt transport labels, include EDI files, add codes and so forth meant that TVH Parts had to deploy IT resources that would have been better served working on projects related to the company’s core business — the worldwide selling of spare parts.

TVH Parts saw a clear gain in efficiencies as QAD Precision reduced the time needed to produce transport labels. This also led to a decrease of operational costs. The solution’s ability to generate generic transport label also brought about efficiency gains because this used to be a manual job for all LTL carriers.

The company realized the most immediate cost benefits and efficiency gains in the currently live affiliates — TVH Russia, TVH Australia, TVH New Zealand and TVH Mexico — where producing all transportation labels had been done manually.

TVH Canada leverages QAD Precision, and the solution has been live at TVH Parts Co. in the US since June 2017. Deployments at TVH Parts’ facilities in Asia, Africa and Europe will take place in the upcoming months.

In addition, the company will roll out QAD Precision at their tractor parts company, Bepco Group. The first go live is planned for Bepco Parts (Belgium) in 2019.

TVH Parts took the decision to deploy QAD Precision across their affiliates first. Once this has been finalized, TVH Parts in Belgium, the company headquarters, which is currently using in-house carrier integrations, will switch to QAD Precision.

According to Sercu, the planned implementation of QAD Precision across all their operations will mean that the solution becomes “100% cost efficient.”

“Indeed the more shipments we process via Precision, the less the cost per shipment will be,” says Sercu.

“It is our intention to roll out **PRECISION** in the entire TVH Group of companies ending up in printing transport labels via **PRECISION** for more than 2 million shipments per year.”

Herbert Sercu, Corporate Traffic Manager, TVH Parts



*Precision Software, a division of QAD Inc., formally rebranded as QAD Precision in 2019.