

Company Profile

Industrial Scientific Corporation, Oakdale, PA
www.indsci.com

Industry: Technical Instrument Manufacturer

Varsity Products: ShipSoft-Parcel™, ShipTalk™

Shipping Volume: 300 parcels per day

Number of Shipping Locations: Two

Carriers: FedEx, UPS

ERP: Infor XA 6

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—Scott Mazutis, Director of IT

Industrial Scientific Corporation's Extensive Search for Shipping Software Leads to Varsity ShipSoft

Industrial Scientific Corporation (ISC) is a leading manufacturer of gas monitoring instruments and systems for the protection and preservation of human life. ISC ships over 300 parcels a day to refinery, utility, and government customers, as well as over 100 distributors located across the globe.

Since their founding in 1976, an essential part of the company's mission is to provide the best customer service, including the accurate and on-time delivery of gas monitoring instruments that ensure the safety of workers all over the world.

To satisfy customers' unique shipping requests, ISC's distribution center gradually grew to include seven stand-alone carrier shipping stations that supported FedEx, Airborne, UPS, BAX, HAZMAT, and international shipments. Although these systems were provided by the carriers at no cost, they did not save the company money. Supporting multiple PC-based systems strained IT resources and increased training expenses for shipping clerks to learn all the different user interfaces. In addition, without a centralized system for shipment tracking, customer service costs were affected as well.

"It was very labor-intensive and prone to errors," says Scott Mazutis, ISC's Director of IT, referring to the old system. These inefficiencies were in stark contrast to the company's other business operations that counted on the Infor XA Enterprise Resource Planning (ERP) system for seamless data exchange across the organization.

ISC undertook a six month search for a new shipping system to replace their complex network of carrier supplied PCs. The decision making team consisted of the IT staff, the VP of Operations, and shipping department employees. The requirements identified for the new shipping system included:

- ◆ Seamless interface to the company's Infor XA system
- ◆ Compliance with all major parcel carriers
- ◆ Support for international and HAZMAT shipments
- ◆ Improved data integrity
- ◆ Minimal IT support requirements
- ◆ Scalability to support four times the current shipping volume and complexity

ISC's comprehensive search included both PC-based and IBM iSeries systems. "A new shipping system is a significant investment. Not only from a cash outlay standpoint, but from the ongoing IT resources required to maintain it," remarks Mazutis. "I wanted to be 100 percent sure we received the ROI we expected."

The company refined the search to iSeries native systems after they found that PC-based shipping systems relied on batch updates to their Infor XA system. ISC looked closely at four well-known iSeries compatible shipping software packages and found that Varsity ShipSoft-Parcel matched all their requirements. ISC paid specific attention to Varsity's superior open design of the pre-built Infor XA ERP Interface.

Once ISC experienced first-hand the flexible software design behind Varsity's ShipSoft/Infor XA ERP interface, they were sold. The technical team found that within one day they could build the data hooks that enabled them to process an order in Infor XA, pull-up a Varsity shipping screen with order and shipping information combined, and print a shipping label. This experience confirmed Mazutis' decision. "The fast and seamless integration convinced us Varsity was the right choice for our shipping system."

Mazutis is confident his investment will pay off. "We are moving from seven shipping stations to four, expect to double our shipping volume in the next year without adding staff, and plan to save three to four hours of labor each day. The benefits of Varsity extend beyond cost savings," continues Mazutis. "By investing in Varsity, we can confidently provide the best customer service."