



Company Profile

Rauland-Borg Corporation, Skokie, IL
www.rauland.com

Industry: Electronics Manufacturing

Varsity Products: ShipSoft-Parcel™, ShipSoft-Freight™, ShipTalk™

Shipping Volume: 200 parcels per day

Number of Shipping Locations: Two

Carriers: FedEx, UPS

ERP: Infor XA (MAPICS)

“I would tell any MAPICS user considering the purchase of a shipping system, that Varsity’s integration to MAPICS is fantastic. It has made a night and day difference.”

— *Tim Hallisey, MIS Director*

Rauland-Borg Selects Varsity ShipSoft and Achieves Exceptional Shipping

For over 70 years, Rauland-Borg has been an industry leader in the design and manufacture of communications and life-safety equipment for institutional environments. The company ships hundreds of parcels per day via FedEx and UPS from distribution centers in Skokie and Waukegan, Illinois.

As an iSeries shop and long-time Infor XA (MAPICS) ERP user, Rauland-Borg had deep functionality, integration, and reliability across their ordering, warehouse management, accounting, and customer service operations. When it came to their shipping system however, the company made do with an out-dated, stand-alone PC-based shipping system that slowed customer service, drained IT resources, and complicated the shipment of electronic components to their world-wide distribution network. “I thought of it as an island of technology,” says Tim Hallisey, MIS Director for Rauland-Borg. “We had the information, but nobody could get to it.” As the company’s shipping volume increased, it became apparent that it was time to modernize their shipping system.

Rauland-Borg evaluated a number of PC and iSeries software shipping solutions and determined that Varsity’s native iSeries shipping software and pre-built Infor XA interface would best fit their requirements. To verify their decision, they visited two Varsity customer sites.

The first visit was to a company similar in size and shipping processes who used Varsity ShipSoft to select carriers, optimize shipment pricing, and exchange shipment and order data with their Infor XA system. “We saw that the interface to Infor XA was completely invisible,” notes Hallisey, “and this fit well with our goal to add new software without revolutionizing our shipping processes.”

The second visit was to a warehouse using the item detail files in Varsity ShipPack to determine package weight prior to shipment, thus eliminating the need to manually weigh the package. Here, Hallisey saw the

long-term potential of Varsity. "Looking to the future, we would be able to ship 45 percent of our orders from shelf to skid without the time-consuming in between step of weighing the package."

These two site visits illustrated Varsity's ability to support a wide range of shipping scenarios and cemented Rauland-Borg's decision to implement Varsity.

As Rauland-Borg deployed their Varsity solutions, their choice of Varsity software was reaffirmed. Mid-implementation, Rauland-Borg decided to deploy Varsity at a second, new distribution center. Already onsite, the Varsity's Professional Services team gathered new requirements and adjusted the project time frame and resources in order to meet the company's new goals and minimize the impact on employees and customers. "Thanks to Varsity, our move to a new shipping system and new distribution center was transparent to our customers," comments Hallisey. "In addition, we have been able to support the second location without adding staff."

Today, Rauland-Borg enjoys seamless integration between Varsity and their Infor XA ERP system. Orders are received via fax and entered into Infor XA's customer order management. Using Infor XA's available-to-promise (ATP) feature, the absolute fastest delivery date is calculated based on component availability, build time, destination, customer delivery date, and shipping preference. Order numbers are passed to Varsity and pick lists are printed in the warehouse on the ideal shipping day. The warehouse staff selects items and packs each package. Pick list numbers are scanned and the package is placed on the scale to determine shipping weight. Varsity prints the appropriate label and supporting documents and the boxes are labeled. According to Hallisey, this streamlined process is invaluable. "I would tell any Infor XA user considering the addition of a shipping system that the integration is fantastic. It has made a night and day difference."

Not only is shipping smoother, IT expense has been reduced. Previously IT staff had to troubleshoot the PC hardware, network connection, iSeries, or shipping software. Now, they make one call to Varsity's support department. Hallisey has found that, "Varsity's technical support is quick, patient, and thorough. They make sure they have a complete understanding of the problem so they can provide the best solution."

Seamless integration between Infor XA and Varsity has improved Rauland-Borg's customer service as well, cutting call volume in half. With access to ShipSoft generated tracking numbers from within Infor XA, shipping status inquiries are answered on the first call.

Rauland-Borg plans to continue adding Varsity functionality. "Next on the list," concludes Hallisey, "is ShipTalk Alerts. We want to send our customers pro-active email alerts regarding shipment details so that we stop inquiry calls all together."