The Three Key Pieces to Digital Forwarding

The Freight Forwarding Landscape is Changing

Larger Competitors

Suppliers & Carriers

Integrators

Start-ups

Traditional Forwarders

Customers

The Three Key Pieces to Digital Forwarding

1 Customer-facing Enablement

2 Integration, Connectivity & Analytics

3 Intuitive Process Automation

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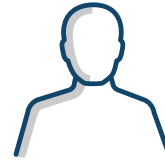
1 Customer-facing Enablement

Start to offer **online rating tools** so your clients can research your available rates

Shipment visibility, ability to give your clients access to all their data and documents

Real time tracking which could include integration or user management

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2 Integration, Connectivity & Analytics

Client connectivity: Offer your clients the ability to send you data to "kick off" shipments

The ability to seamlessly pass that data to your **vendors and service providers**

Data-driven analytics to drive insight through actionable intelligence

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3 Intuitive Process Automation

Offer your clients the ability to **receive data automatically** vs manual lookup (XML/EDI)

Send reports automatically without user or customer query

Send milestone updates automatically

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