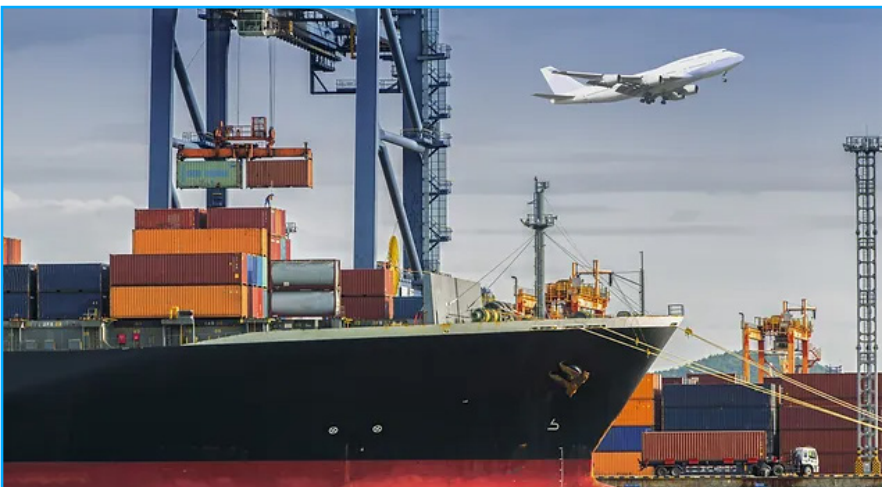


Enhancing Efficiency and Customer Service with Descartes OneView™ and Descartes Global Price Management™



Express Consolidation Systems (ECS), a freight forwarder and customs broker with offices worldwide, is using Descartes OneView™ and Descartes Global Price Management™ (Descartes GPM™) to better manage shipments.

“As an international forwarder with a broad range of global customers, we deal with multiple carriers on a daily basis to speed up the shipment process for our client base,” said Alex Bregman, Pricing Manager at ECS, “Collecting rates from various carriers and storing rates on Microsoft® Excel sheets was tedious and time-consuming. As a result, we recognized that there was a significant opportunity to better coordinate carrier rate management.”



Company Profile

Express Consolidation Systems

Descartes Solution

Descartes OneView™ + Descartes Global Price Management™

About the Client

ECS is a Non-vessel Operating Common Carrier (NVOCC), Indirect Air Carrier (IAC), and multimodal freight forwarder that coordinates the movement of freight worldwide.

Through its network of offices and worldwide agents, ECS provides air freight, ocean freight, trucking, and warehousing for its global client base. The company handles a broad range of freight with a focus on imports from the Far East and Europe and exports to Europe, the Caribbean, and Latin America.

Learn more at www.ecs-shipping.com.

Results

- Seamless rate management
- Streamlined workflow
- Improved customer service
- Reduced labor

Solution: Rate Management Consolidation with Descartes

“We use Descartes OneView as the central platform to manage our freight operations. As a natural progression as we evolve and expand as a company, we knew that we needed to add effective rate management into the Descartes OneView solution. We are deploying the integrated Descartes Global Price Management technology to the Descartes OneView platform to not only consolidate our rate management and customer quoting, but to enable better communication within our operations, streamline billing, and maintain profit margins.”

“With the integration in place, users can access rates from connected carriers with a simple port pairing and date range. It is easy to check rates, pull them into a quote, and provide customer pricing automatically. Should a quote result in a booking, users can flip the quote into a shipment, provide customer visibility of the shipment in transit, and invoice for the services rendered. The Descartes OneView-Descartes GPM integration is a game-changing evolution for us to improve efficiency and deliver the world-class customer service that ECS is known for.”

“The support has been phenomenal, with Descartes’ team of technical experts and Customer Success Managers (CSMs) fully committed to our success. They periodically meet with our team, monitor progress, and address our unique needs with a sense of urgency. The data management team, which helps to ensure that information is mapped and flows between systems, has been top notch.”



Streamlined Workflow

With rates populating Descartes OneView, it is easy to enable better communication from freight operations through to accounting



Seamless Rate Management

The Descartes OneView-Descartes GPM integration can manage rating, quoting, through to booking and invoicing within one platform



Reduced Labor

Users can quote more rapidly without the need to collect and manage carrier rates on spreadsheets



Improved Customer Service

ECS can deliver rates more rapidly with rates automatically integrated into Descartes OneView

**Ask Us How We Can Help You Manage Carrier Rates
with Best-in-class Technology.**