

CUSTOMER SUCCESS

Import Logistics, Inc.
calms the waters and
steadies the ship,
thanks to
Sage Intelligence



Import Logistics, Inc. is a third-party logistics and distribution centre who operates as a warehouse product for over 70 different clients. They have an in-house freight forwarding and customs brokerage and are able to manage their client's complete supply chain; from pick up at the site of manufacture, to delivery to the end consumer—even invoicing the consumer on behalf of the client.

"Because of our comprehensive services, we needed to be able to operate as our client. Consequently, we have over 70 different companies set up in Sage," says Carol Nunkovich, VP of Operations. Carol continues, "We started using Sage Intelligence to provide transparency to our clients. Every evening, we run numerous reports and post them to web portals for our clients to access." These reports detail the clients' inventory stock, inventory movement, sales by item, customer and salesperson, lot and serial information, as well as shipment tracking and much more. "We use filters and parameters and create macros to further customize the reporting we are able to offer our clients," says Carol.

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Company

Import Logistics, Inc.

Location

Illinois, USA

Industry

Logistics and distribution

System

Sage 100cloud

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- Carol Nunkovich, VP of Operations, Import Logistics, Inc.

Huge time-savings since adopting Sage Intelligence

One of the major benefits that Import Logistics, Inc has realized since adopting Sage Intelligence has been the huge time-savings on both sides—for their clients and their business. Carol explains, “We are now able to easily communicate with our clients’ web stores through FTP servers—transmitting inventory data, sales orders, and tracking information.” Carol also mentions that she’s been able to automate so much more, and as a result, they’ve made a move reducing the amount of people in customer service from six, to now only needing three. When asked if there’s anything else she’d like to add, Carol states; “We have found Sage Intelligence to be one of the most useful products we own.”

Import Logistics’ business partner (Partners In Technology) connected Carol with TaiRaq who created the first reports Import Logistics’ needed to be up and running at installation. Carol then wrote the rest of the initial reports before going live. The very first reports that TaiRaq wrote for Import Logistics, Inc. mimicked what they had previously in their proprietary system—which was designed specifically for them. Carol, a programmer at heart, then learned from what TaiRaq did by dissecting and recreating reports on her own. Thereby easily setting up and customizing reports that suited the business’s needs.

The reports Carol has since created for their in-house use has also saved (and earned) Import Logistics, Inc. money, as well as time. Carol says, “We run multiple monthly reports for billable transactions that previously had to be caught manually.” What’s incredible here is that just one of the first reports Carol created for this purpose using Sage Intelligence is now bringing in around \$10k per month of billing! “All told, there could be around \$50k per month in recoverable billing that we were, in most cases, not catching at all without Sage Intelligence,” states Carol.

Import Logistics, Inc. then started using Sage Intelligence to bring in data from their warehouse management system using the data-base provider for SQL server. “Using Union reports, we’re able to combine data into one spreadsheet. We also use Sage Intelligence to consolidate data for all of our clients (which are different companies in Sage) for our own billing purposes,” says Carol. Carol adds that they also use Sage Intelligence to compile duty and tax information, bank reports for fraud protection, accounts payable, as well as general ledger detail for their own company.



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