



PM AM

CASE STUDY
TRACK SHIPMENTS
WORLDWIDE & AUTOMATE
THE SHIPMENT FORM
PROCESSING CYCLE
START-TO-FINISH

CALL US 24/7/365
972-831-7400
www.pmam.com



Client – Professionals from Logistics Industry. (System used by SEKO, OMNI, Trans Trade, StonePath etc.)

About Client

Our client is pool of very talented and experienced professionals from both the technical and shipping industries based in USA. They have been developing, marketing, and supporting software and Internet applications for the freight forwarding and shipper community. The products are designed to enhance customer’s efficiency through technology and to assist customers in improving their visibility, efficiency, quality of service, and profitability.

Problem Statement

The client wanted to assist their customers (Shippers and Forwarders) with a cost-effective way by improving their visibility, efficiency, quality of service, and profitability by:

- Track shipments worldwide
- Automate the shipment form processing cycle start-to-finish
- Communicate with the clients and other agents, and
- Improve Customer Service

Solution

Developed web-based suite of products that links many companies in the same environment and gives them a very powerful tracking and communication tool to manage and exchange information in a variety of formats.

These companies can be freight forwarders, steamship agencies, NVOCC's, customs brokers, shippers or importers. Once the shipment has been made, various parties involved in that shipment are given access rights to view the status of the shipment. Notifications are also sent through e-mail or fax whenever the status of a shipment changes.

The system allows the client to attach documents and files to the shipment for insurance and security purposes. An EDI interface was developed to exchange information between the customer's existing systems and the web based tracking and communication tool.

Numerous management reports were developed so that they can be used for sales, operations and quality control. A feature was developed whereby a client can partner with other members on the network where affiliate offices are not available.

Advantage

- ❖ The system offers a complete package of communication, management, and operational tools to increase the efficiency and profitability of the logistics provider
- ❖ Provides customers with 24-hour a day presence worldwide and instantly track where the shipments are.
- ❖ Reduced communications cost and increased visibility throughout the shipping process.
- ❖ The product is completely browser-based with little up-front cost and no additional hardware or software

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Visit us at www.pmam.com to see how we have enabled others like you get more done in less.

Our Locations



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