

Creating real-time visibility and logistics efficiency.

Yusen Logistics have over 595 offices in 255 cities in 47 countries and regions working across industries such as aerospace, automotive, tech and healthcare.

Merisis work with Yusen Logistics' European warehousing and distribution network.



The Challenge

Yusen Logistics use an industry standard software solution which is the digital heart of their transport management services.

However, in line with customer requirements and Yusen Logistics' strategic digital services vision, there was a recognised need to offer a greater level of personalisation and customisation which would therefore create a more bespoke customer experience, but without incurring excessive development fees or starting anew.

Unfortunately, the embedded software did not offer the flexibility or customisation options required.

Yusen Logistics' requirement was to create an interface which enabled all key contributors and owners of different elements of the logistics process to have greater visibility at any given time.

An additional goal was to improve efficiency within the ordering logistics process.

The challenge for Merisis was to design and build a dashboard which was to be both very flexible as well as retaining the valuable data from the 'off the shelf' software solution too.

It was extremely important that Merisis' solution didn't create additional or repeat work for Yusen Logistics or indeed, for their customers.



SOFTWARE
DEVELOPMENT



MOBILE
APPS



SYSTEMS
INTEGRATION



WEBSITES &
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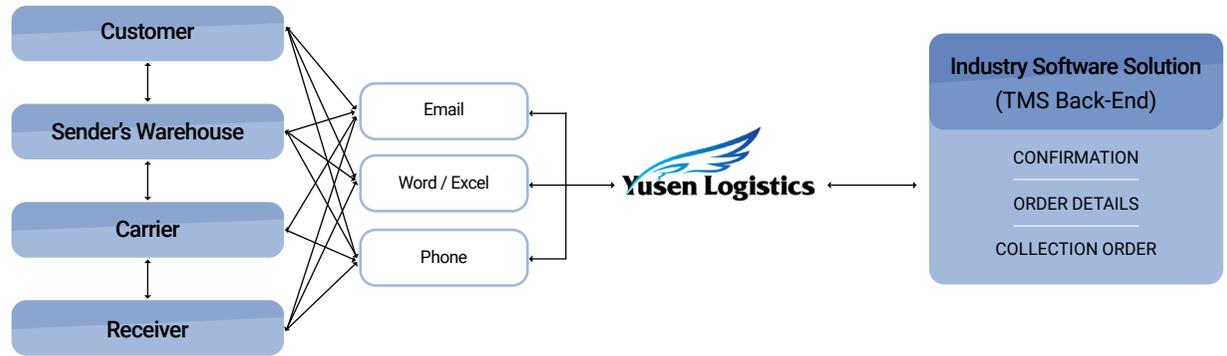
Our Approach

Merisis worked alongside Yusen Logistics and combined their understanding of the logistics industry with technical capability to create a solution which would seamlessly interact with the content on the base software package used across the business.

To start the project, meetings and workshops were arranged which soon identified duplicate processes within the incumbent solution as well as a dependence on manual updates and notifications which could lead to error and increased processing time.

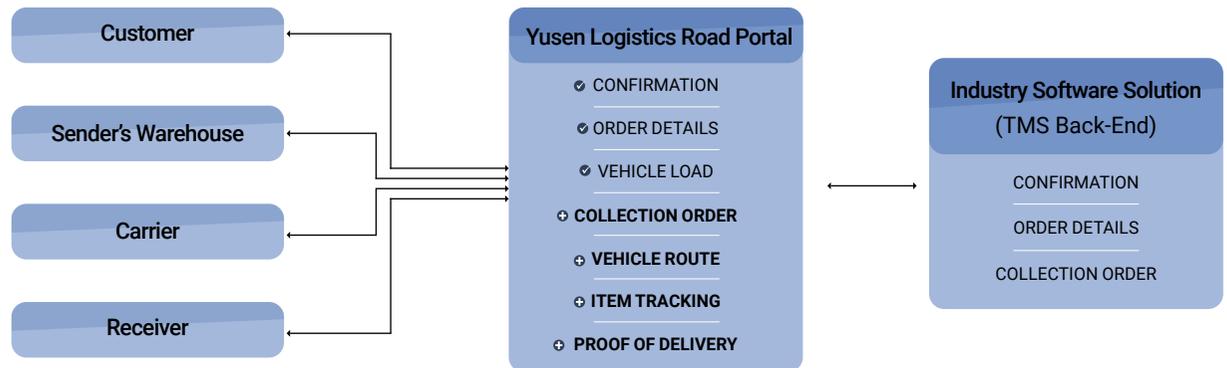
In addition, Merisis felt that other technologies such as GPS location tracking was not being utilised to its best, and therefore saw ways to modernise the tracking process.

A key part of the challenge was ensuring the central system was not replaced and all additions were to act as enhancements. This was to make sure the users of the system had an uninterrupted and stress-free experience and the benefits of previous work was retained.



▲ The original process, above, included a variety of different communication channels, little audit trail and very limited visibility.

▼ With the new portal, below, communication lines can be achieved more directly with enhancements to data to include proof of delivery and more detailed item tracking.



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The Outcome

Yusen Logistics' Road Portal has been a great success delivering on expectation for the first stage with new enhancements ready to create a more effective and relevant system.

It's enabling Yusen Logistics to offer their clients an enhanced level of visibility which was not previously available to them with the industry solution.

Furthermore, the new real-time elements positions the Road Portal as a single point of truth, not just for logistics companies, but also for manufacturers, warehousing and the customer.

The portal has delivered the functionality, accessibility and bespoke personalisation which wasn't previously available.

Such is the positive feedback that both Yusen Logistics and Merisis are continuing to develop and improve the portal - adding new components making it an invaluable tool for them and their customers.

“Choosing Merisis to work with us on our Road Portal Europe tool was an easy decision - they have a long history of delivering successful projects for Yusen Logistics.

They add value to the process both functionally and technically, and are considered as a trusted partner rather than supplier.”

Chris Davidson, Regional Application Specialist (TMS), IT



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