

CASE STUDY



FROM DOCK TO DESTINATION

SPECTRO SCIENTIFIC TAKES CONTROL OF THEIR EXPORTS WITH GLOBE EXPRESS SERVICES

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ABOUT SPECTRO SCIENTIFIC

Spectro Scientific provides analytical tools and software for machine condition monitoring. An ISO 9001:2008 certified company, Spectro is one of the largest suppliers of oil, fuel and processed water analysis instruments worldwide, serving the military and industries such as petrochemical, mining, marine, power generation and commercial testing laboratories.

Spectro and its subsidiaries offer an extensive product line including spectrometers for wear metal analysis, lubricant degradation and contamination analyzers, particle analysis instruments and complete turnkey systems for fuel analysis laboratories, which are all managed by their custom SpectroTrack software platform. Spectro's broad array of instruments provide their customers critical data on their engines and machines, whether in the field or in the lab, enabling those customers to maximize performance and asset utilization.

Spectro exports these instruments to clients all over the globe from their headquarters in Chelmsford, Massachusetts.

SPECTRO'S CHALLENGE

One Monday morning, Wendy Mahoney, Production Manager at Spectro, started the day with a nightmare for anyone in the export business: she couldn't get ahold of their freight forwarder.

"We had a shipment that was going to Iraq, and unfortunately discovered the people we were working with had just disappeared," recalls Wendy. "I called the office on that Monday, and everyone who would've known about the shipment had been let go. What happened to our shipment?"

In fact, working with a multitude of freight forwarders was causing Spectro a multitude of headaches.

With Spectro's clients assigning the freight forwarders, Wendy had to deal with a number of different forwarders, usually smaller, local operations, to find out the status of their shipments. She maintained a rolodex of the ever-changing providers and was constantly trying to catch up with one or another.

Wrangling the different forwarders to pick up each shipment was also causing freight to build up on their dock, creating not only storage issues, but also preventing Spectro from recognizing revenue at the end of the month.

Getting the freight off the dock wasn't the end of the pain for Spectro. Once the freight was on its way, they had no way of knowing if there were issues along the way, until they heard it from the customer overseas. Then they would need to track down the various overseas forwarders to find out what was happening with the shipment. Being at the mercy of a number of unknown forwarders was also increasing their risk in export compliance.

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Spectro needed to take control of their supply chain.

THE GES SOLUTION

On that hectic Monday morning of trying to track down a lost shipment, Wendy reached out to Jim Copp, Export Manager at the Boston office of Globe Express Services (GES). Mr. Copp used his contacts to track down the package and ensure its delivery.

GES then worked with Spectro to develop a game plan to take control of their export shipping. They quoted competitive rates on all shipping lanes that Spectro utilizes.



“We created a rate matrix covering all lanes based on the individual weight and dimensions of their packaged products,” recalls Candice Bentley, Business Development Manager at the GES Boston office. Spectro worked with their customers to leverage the benefits of buying landed, including cheaper rates and better service.

Then, all Spectro had to do was make GES the default forwarder on their shipments, and the process became simple.

“Implementing GES was seamless... There were no hiccups, they’re just so well-seasoned,” says Wendy.

BIG RESULTS

GES works with Spectro on an ongoing basis to support Spectro’s supply chain. The rate matrix is a living document updated every month, ensuring that they are always getting the best rate so they don’t need to chase it.

“They come in every quarter and give us the lowdown of our how our business is doing,” says Wendy. “Having the matrix allows our sales department to close deals more quickly and ship faster - they know exactly how much it’s going to cost to ship from Boston to Malaysia or Australia or South Korea. We ship all over the world, and with GES, it’s easy.”

With GES, Spectro now has one point of contact for all of their shipping, and visibility on their shipments around the globe. Control over the shipping process allows them to provide better service to overseas customers, while still allowing those clients to utilize their own customs brokers and final delivery providers, putting local expertise to work on both ends of the shipment.

With the help of GES, Spectro is able not only to solve the problems in their supply chain, but also to exploit new opportunities. With more competitive freight rates, Spectro is even able to add a small margin onto their shipping costs, while still providing a cheaper rate than clients can obtain on their own.

Using GES also allows Spectro to get orders off the dock quickly, eliminating storage issues while realizing end of month revenue. When Spectro has a new order for shipment, GES can pick it up that day, and store it in their warehouse if needed, preventing congestion on Spectro’s dock and getting the order on its way. With the shipment out of their system, Spectro can rest easy knowing their shipments are in safe hands.

“With GES, we can put our faith in them and don’t have to worry about it,” says Wendy. “Wherever we need it to go, whenever we need it there, they are on it. In this industry, reliability is huge. The team we work with at GES makes us look good all the time.”

ABOUT GLOBE EXPRESS SERVICES (GES)

Globe Express Services® is a 3PL that offers a robust, well-rounded suite of international logistics services to companies doing business in Asia, Europe, the Middle East, the Americas and around the world. With a focus on putting people first, a constantly expanding worldwide network, and an investment in cutting edge technology, GES is able to help any organization effortlessly navigate the volatile waters of shipping logistics.

Working with a 3PL expert to help you take control of your supply chain can give you better visibility, ease, and profit on your exports, while helping you provide better rates and service to your clients.

We invite you to leverage our extensive International Transportation knowledge base and experience, powered by people who care.