

Customer

Dayton Progress Corp.
500 Progress Rd.
Dayton, OH 45449 USA



Company overview

Dayton Progress Corp. (www.daytonprogress.com) is the world-wide industry leader in the production of catalog and special punches, punch blanks and metal stamping tools. Dayton offers a full line of precision metal fabricating and stamping tooling includes: head type Versatile punches, ball lock punches, retainers, die buttons (matrixes) and die springs. Dayton differentiates itself by providing the shortest, most consistent product delivery in its market, reducing customer lead time, maintenance downtime and inventory.

Situation

Dayton processes over 500 shipments per day via UPS, FedEx and DHL from 5 distribution centers in US and Europe. Over 25% of Dayton's shipments are international. Dayton guarantees 1 or 2 day domestic delivery on a substantial amount of its catalog products, with quantity limitations.

Dayton used a third party provided shipping system to process domestic and international shipments. The shipping system integrated with Dayton's JD Edwards One World ERP system to access customer ship-to information, but was unable to capture line item detail or process multiple orders within a single carton (SWOGs). Dayton needed these capabilities to automatically generate international documentation. Instead, shippers had to create these forms manually, resulting in inefficiency, errors, and delays in customs, adversely impacting Dayton's ability to meet its delivery commitments.

Situation Summary

- Inefficient international processing
- Errors caused delivery delays
- Poor order/shipment/line item visibility
- Transportation cost accountability issues
- Sarbanes Oxley concerns

Because Dayton's shipping systems were unable to capture SWOGs and line-item detail within each carton, accounts receivable lacked sufficient visibility to accurately track order, shipment, and line item detail status. To make matters worse, shipping records were stored in separate shipping system databases. As a result, accounts receivable were unable to provide customers with carton-specific proof of delivery.

Similarly, customer service lacked one place to look for complete, detailed, and up-to-date orders status. Customer service agents frequently interrupted shipping personnel for tracking information. Lack of visibility resulted in call backs and delays in closing inquiries, frustrating employees and customers.

Dayton is a subsidiary of Federal Signal Corporation, a public company subject to Sarbanes Oxley financial reporting requirements. Separate interfaces to disparate shipping systems in Dayton's multiple facilities made transportation cost accounting and reporting controls more complex. Accounts payable struggled to reconcile carrier bills against orders and cost centers because it lacked a unified view of all transportation activity.

Dayton knew it was time to unify information, people, and processes. They turned to Agile for help.

Capabilities Required

Dayton identified the following key system requirements:

1. One enterprise-class platform to automate shipment and international processing across global facilities
2. One centralized database to store all shipping transactions and carrier charges for improved accountability
3. One interface to JDE to exchange customer, order, shipment, and line item detail
4. Ability to process SWOGs and capture line item contents within cartons
5. Enable customer service and accounting to "drill down" on orders -> shipment -> line item -> delivery status

Solution

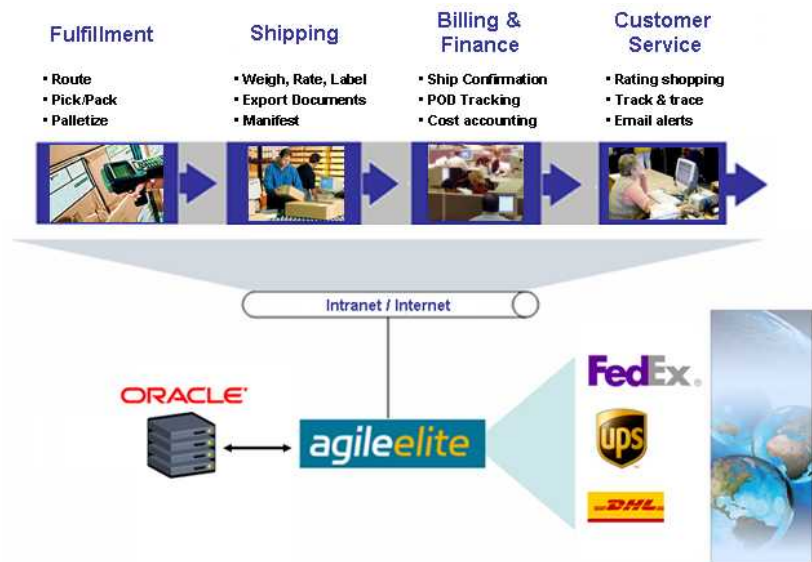
Agile-Network, a nationwide provider of integrated logistics systems, implemented AgileElite, a suite of enterprise logistics visibility and control solutions that exceed all of Dayton's requirements and expectations.

Agile installed AgileElite on a server at Dayton's corporate data center. AgileElite supports a real-time XML connector to the JDE system, capturing order and line-item detail for shipments out of any of their 5 facilities. AgileElite returns tracking#, shipping charges, and actual line item quantities shipping within each carton. Authorized employees from any facility can use an Internet browser to access AgileElite solutions.

Using AgileComposer tools, Agile adapted role-specific, browser-based user interfaces for Dayton personnel within shipping, customer service, and accounting, streamlining processes and reducing training time. AgileElite's central administration and enterprise architecture provides IT with the scalability, resilience, and security.

Key Benefits

- One platform, multiple locations
- One connection to JDE
- Consolidated international & shipment processing
- Eliminated delays in US Customs
- Transportation cost control
- Improved efficiency, reduced errors
- Improved customer service
- Enterprise visibility & control
- Sarbanes Oxley accountability



Shippers simply scan pick tickets (orders) that will be included in a shipment, verify the line item contents in each carton, and then ship. AgileShip takes care of the rest: weighing, rating, carrier labelling, and international documentation. Shipping transactions are stored in a central database and JDE is updated with shipping detail.

"We can now manage all enterprise transportation execution from a single platform in our data center," reports Kevin Jackson, Dayton's IT Director. "With one interface into our JDE system we have better control over information flows. We have improved our ability to service logistics information requirements throughout the organization. Customer service gets detailed, up-to-date order and delivery status, accounting has quick access to Proofs of Delivery, and finance can reconcile carrier bills and allocate transportation costs."

Result

According to Dayton's VP Finance, "AgileElite has empowered Dayton management with the speed, stability, accuracy and controls we need to manage enterprise logistics information processes. The result? We've streamlined the shipping process, improved customer service, and reduced risks associated with SOX and international compliance. We expect to roll the solution out to other Federal Signal Tool Group locations."

For more information:

Agile-Network

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Visit our website at:

www.agile-network.com

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