

BRIEF CASE ↘

Empowering Global Logistics Company with Regulatory Insights and Up-to-date Trade Content

As the world's premier logistics entity, this organization stands at the forefront of the logistics sector, revolutionizing the industry with an expansive reach of over 220 countries and territories. This company facilitates cross-border trade, enables market expansion, and fosters business growth for B2B and B2C clientele. Its approach is characterized by the innovation typical of a startup, combined with the global reach inherent to an established entity, setting an unparalleled benchmark in the logistics field.



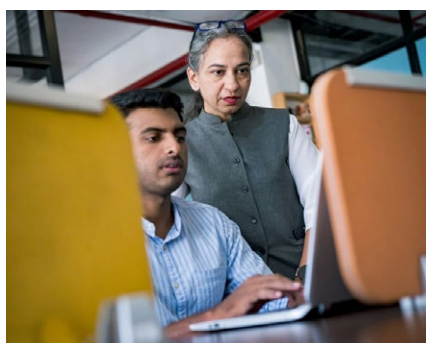
The situation

The company has developed a comprehensive suite of tools to address the intricate demands of international shipping for its customers. These tools are designed to calculate duties and landed costs accurately, simplify the complexities of the necessary paperwork, and assist in the classification and other routine tasks integral to the global trade process. They play a crucial role in ensuring that customers' shipments comply with the import and export regulations of the countries in which they operate.

The challenge

Navigating the ever-evolving landscape of regulatory requirements and trade content presents a significant challenge for the company. Providing precise estimates of international shipping costs, including duties, taxes, and import fees to its customers, demands continuous effort by the in-house trade professionals in sifting through a vast sea of trade regulations and distilling them into easily understandable data for their IT systems. Despite being the

employer of choice, the company faced increasing challenges in recruiting, developing, and retaining trade experts amidst a competitive landscape marked by a noticeable talent gap.



The solution

When faced with a talent war in 2020 and an urgent need to manage global trade content efficiently, the logistics company found the perfect match in the Content as a Service (CaaS) offering from e2open. The service is built on a comprehensive repository of global trade content called Global Knowledge®. This content is derived from government-authorized sources and maintained by a team of 200+ trade professionals with over 500 years of combined experience, all certified by ISO:9001.

To keep up with the ever-evolving nature of customs and trade regulations, the company leveraged the dedicated team of trade experts from e2open to monitor and update the trade content. The content was customized to meet the organization's requirements and IT systems, including preferred data formats, data elements and attributes, the number of countries, and the frequency of content delivery.



Global Logistics Company

Challenges

- Constantly evolving trade compliance regulations
- Vast amount of trade compliance data
- Different data format requirements to feed internal systems
- Summarized trade content data for data analytics
- Customer-driven slicing and dicing of trade content
- Regulations published in the local language

Solution

- Implement a managed service leveraging comprehensive global trade content and compliance expertise from e2open

The e2open service provides trade content data for 230 countries, territories, and islands, covering various categories such as HS Classification, ECCN Classification, Duties, Taxes and Fees, FTA rates, currency conversion rates for 170+ currencies, Import Controls and Export Controls, Trade Documents, and De-minimis/Low-Value Shipment rates. Since the initial implementation, content from more than 40 countries has been added, and e2open trade experts have created customized reports on change summaries, working closely with the company's compliance team.

The outcome

The implementation of e2open's Managed Content Service brought significant benefits to the organization:

Operational efficiency: Managed Content Service from e2open automated and streamlined data extraction from various sources, standardized and validated the data, and efficiently loaded it into compliance systems. This resulted in improved accuracy and relevance of the information while enhancing efficiency and reducing costs.

Enhanced compliance: With the help of Managed Content Service, the company achieved a higher level of compliance with international trade regulations. As a result, the company was able to reduce the risk of penalties and delays associated with non-compliance, which could impact customers' supply chains.

Risk mitigation: The robust import/export content and supporting documents provided by e2open were instrumental in the success of the company's tool for its customers while building trust and loyalty and bringing in more logistics business from competitors.

Scalability and adaptability: The local expertise, the robust relationship with authorities, and the effective use of advanced technology by e2open trade professionals provided tremendous value for the organization. It was able to adapt the solution to its varying needs in different regions/countries and scale it globally in a short amount of time. Additionally, the organization gained the ability to launch new products without worrying about the risk of non-compliance in certain countries, providing tremendous value to the company.

In summary, CaaS from e2open addressed the immediate challenges faced by the logistics company and laid the foundation for sustained success in the dynamic realm of global trade for years to come.

Applications

- Global Knowledge®

Services

- Content as a Service (CaaS)



About e2open

E2open is the connected supply chain software platform that enables the world's largest companies to transform the way they make, move, and sell goods and services. With the broadest cloud-native global platform purpose-built for modern supply chains, e2open connects more than 480,000 manufacturing, logistics, channel, and distribution partners as one multi-enterprise network tracking over 15 billion transactions annually. Our SaaS platform anticipates disruptions and opportunities to help companies improve efficiency, reduce waste, and operate sustainably. Moving as one.™ Learn More: www.e2open.com

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EFFECTIVELY MANAGE

Labor Shortages and Talent Gaps

AMONG TRADE PROFESSIONALS



ENHANCED

Compliance and Risk Mitigation

OF INTERNAL AND EXTERNAL CUSTOMERS



REDUCED COST AND INCREASED

Operational Efficiency



ACHIEVE SIGNIFICANT

Customer Growth

IN THE CROSS-BORDER SEGMENT