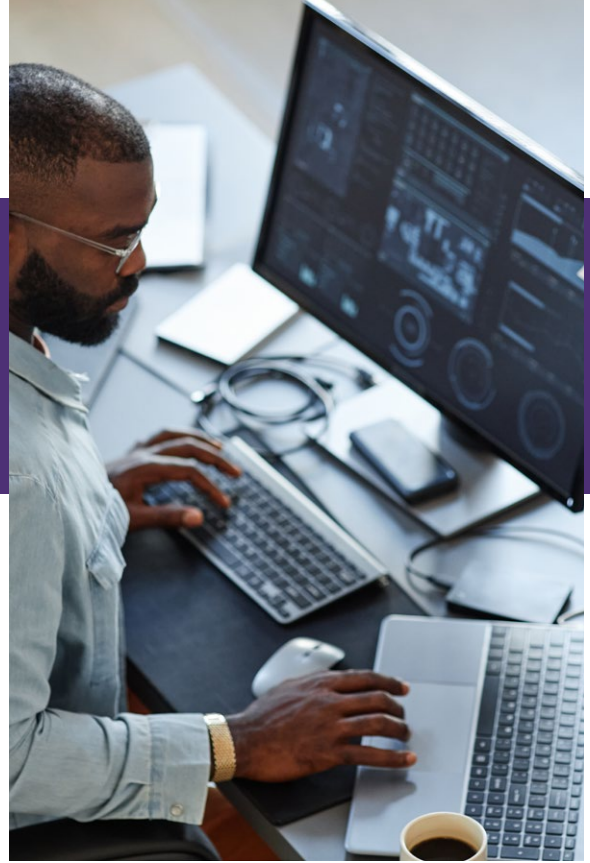


BRIEF CASE ↘

## Drive Better Compliance and Lower Costs with a Single Customs Platform

This company is a global logistics service provider (LSP) that offers a comprehensive range of solutions for transportation, customs brokerage, and distribution of goods. The company expanded its footprint and portfolio of services with acquisitions over the years. It operates in more than 200 countries and has over 200,000 employees. Its customers include the world's leading brands in various industries, such as automotive, consumer goods, healthcare, and technology.



### The situation

The LSP handles more than 15 million shipments annually in Europe and deals with complex and diverse customs regulations and procedures in different countries in the region. The previous customs filing solution was fragmented and inefficient, relying on multiple country-specific systems that were not integrated or standardized. The complexity of the systems, their upkeep, and the number of contracts with technology providers kept increasing over the years. This resulted in high operational costs, low visibility, frequent errors, delays, penalties, and customer dissatisfaction.

### The challenge

The organization wanted to streamline and optimize its European customs operation with support for the Union Customs Code (UCC) standardization across the EU using a single technology provider rather than country-specific solutions. It needed a centralized customs platform that could support multiple countries, languages, modes of transport, and customs regimes. The company also wanted to improve compliance, reduce customs duty costs, and enhance customer service.

### The solution

The logistics provider embraced e2open's comprehensive customs filing solution in the face of pressing transformation demands. The convergence of UCC standardization and the requisite IT changes needed for complying with the new EU clearance regulations around ICS2 (Import Control System 2) and NCTS (New Computerised Transit System) rendered the choice of e2open's platform straightforward for the enterprise. This expansive customs platform is engineered to streamline operations through accurate filings and broad coverage. The platform provided the following key capabilities to their operation:



### Automation and standardization

The e2open solution automated customs declarations, ensuring consistency across European countries. It harmonized data formats and reduced manual errors. Integration with e2open's Global Knowledge® enabled the company to stay up to date with changing regulations.



### Global Logistics Service Provider

#### Challenges

- Standardize customs management tools and processes across Europe with support for the UCC framework
- Reduce costs and remove non-value-added manual processes
- Keep current with constantly changing customs requirements (Including ICS2 and NCTS) and reduce the risk of non-compliance

#### Solution

Automate and standardize the customs filing process with a multi-country platform

#### Applications

- E2open Customs Management-Global
- E2open Global Knowledge®

**Filing with confidence:** The company could facilitate customs declaration across 28 European countries, and they no longer had to rely on costly intermediaries. The platform guided them through the complexities of each country's customs requirements.

**Real-time visibility:** The solution gave their customers real-time visibility into the declaration status. The logistics team could monitor filings, swiftly rectify issues, and enhance clearance efficiency. Proactive alerts and notifications kept them informed about critical milestones.

## The outcome

The implementation of e2open Customs Filing solution yielded significant results for the company:

### Enhanced compliance:

- Accurate filings minimized the compliance risks and enabled the logistics team to navigate the customs requirements confidently.
- Audits became smoother and penalties were virtually eliminated.

### Operational efficiency:

- Faster customs processing now happens seamlessly.
- The single customs platform streamlined operations, enhancing overall efficiency.

### Cost savings:

- By eliminating outsourcing fees and redundant steps in the process, the company saved significant costs.
- Reducing administrative overhead allowed resources to be allocated strategically.

In summary, the LSP achieved a harmonized customs process across Europe and gained a competitive advantage in the European market by offering customers a differentiated and value-added service.

## Applications

- E2open Customs Filing
- E2open Global Knowledge®



## 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](http://www.e2open.com)

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**Compliance  
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WITH FEWER ERRORS,  
PENALTIES, AND AUDITS



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**Customer  
Satisfaction**  
BY PROVIDING FASTER  
AND MORE RELIABLE  
DELIVERY TIMES