

E2open Streamlines Parcel Shipping for Bausch + Lomb

Bausch + Lomb standardize distribution – improving end-to-end visibility and saving at least half a day in labor costs every week.

As one of the most highly respected and well-known healthcare brands in the world, Bausch + Lomb needs to ensure the distribution of their products is smooth and seamless to maintain their integrity in the industry and keep their customers happy. However, a complex in-house system combined with huge growth within the organization was making this difficult to achieve. Having developed their own distribution tool in an attempt to streamline the order process, Bausch + Lomb was faced with all sorts of problems soon after implementation.

Business Challenges

Carrier Management and Compliance

Bausch + Lomb were using 25 different carriers, each with their own different services and types of barcodes, which were not always compatible with Bausch + Lomb's software. Label maintenance for this large number of carriers was extremely labor-intensive and was costing the company a lot of money. They needed a system that could link all of their carriers and enforce carrier compliance.

Tracking

Before adopting the e2open® solution, Bausch + Lomb had to track thousands of items, all on different carrier sites, every week. This was extremely time-consuming and costly. The system was unable to track orders all the way through the delivery process and Bausch + Lomb couldn't confidently inform customers of exact delivery times. They needed to streamline their processes so that they could efficiently manage distribution and improve the information flow.

The Solution

E2open Global Parcel supports the tariffs, services, and special fees for all carriers, and links the information so that it is accessible via one system. This eliminates the need to work on different carrier sites and in different languages. The solution produces all of the appropriate shipping documentation including labels, manifests, and commercial invoices, eliminating manual document production. Global Parcel capabilities allow Bausch + Lomb to access all of the necessary performance data to provide the right information to the right people when they need it.

The Result

E2open has standardized Bausch + Lomb's distribution. Operations are much more seamless and efficient. The company has reduced shipping costs while improving shipping visibility. The system:

- Provides full visibility from order to delivery, all on one platform. This has saved Bausch + Lomb a lot of time, as previously they were tracking orders on each individual carrier site
- Helps Bausch + Lomb increase productivity, saving at least half a day in labor costs every week
- Provides tracking to provide customers with shipping status updates. As a result, Bausch + Lomb has improved customer satisfaction rates

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