



EMMA BRIDGEWATER ONE·SHIP CASE STUDY



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- Andrew Pugh, IT Manager

INDUSTRY

Ceramics Manufacturer – Kitchen pottery, glass, tins, stationary, wallpaper, fabrics.

CHALLENGES

Since 1985 Emma Bridgewater has been designing and selling kitchen china into the hearts of homes. Fast forward to today and Emma Bridgewater is a thriving company that has expanded from beyond pottery designs to glass, tins, picnicware, stationary, wallpaper and fabrics and more.

Emma Bridgewater implemented NetSuite in 2017 enabling them to continue growth internationally. They had already built a custom integration in NetSuite to their chosen carrier Parcelforce, to manage their domestic and international orders. Looking to change carriers and save on costs by switching to FedEx and DPD they were faced with having to build further custom integrations to support their new carriers – a potential cost of around £15,000.

Expensive integrations into NetSuite each time carriers were switched, Long process to fulfil orders and constant training of new and temporary staff on custom integrations.

SOLUTION

BlueBridge One One-Ship appealed to Andrew Pugh, IT Manager at Emma Bridgewater, as it would save their company thousands. Andrew said it was “virtually ready made for us. It had our two chosen carriers (FedEx and DPD) already integrated”.

“Implementation didn’t take any time at all it was already designed for companies like us in mind. From purchase to installation we were very surprised at how smooth it went – obviously all software comes with some issues, but these were dealt with immediately. Alan Gall [Technical Director at BlueBridge One], helped us to understand what was required and answered our questions quickly. The best thing was not having to worry about integrating with our carriers or transferring as this was already done!

We did have one piece of bespoke work done around commercial invoices to send electronic documents to FedEx – this was post implementation and very simple to do with the team at BlueBridge One. The great thing about working with an experienced NetSuite team like BlueBridge One was that I always had someone to contact, Alan and Neil were great! We had a positive experience all round, from implementation to after-sales support long after.”

RESULTS

In the manufacturing and distribution industry reviewing carriers is a continuous task. Andrew says “I know with One-Ship that we can continue using this SuiteApp as it makes the switching of carriers easy with minimal disruption - it’s one less thing to worry about as there will be no complex integration.

“We have definitely seen a great improvement in our process of fulfilment since adding One-Ship. Before integration fulfilment was a long-winded process – there was far too much admin required just to produce one label. Now it has become so easy! We simply record, save and print.

“A great benefit for us is minimising admin to ensure we are focused more on picking and packing which has helped us increase orders going out each day and also adding to the buying experience for our valued customers. This was very noticeable during our busy periods over Christmas and Summer Sales where our orders are 10x the volume as usual. We have temporary staff occasionally working with us to manage the workload and training them on the system is easy.”

Significant saving of thousands for the company, seamless integration and easy to update when switching carriers and simplified shipping process, more orders out the door!

“I’d recommend One-Ship by BlueBridge One – not only is it good value for money [£899] all set up out-the-box integration Vs thousands of pounds to implement a bespoke system – but it has also saved us valuable time in the warehouse. Working with BlueBridge One has been fantastic and I’d recommend them too for their implementation and services.”

- Andrew Pugh, IT Manager

ABOUT ONE·SHIP

CLICK, STICK, SEND

Spend less time preparing shipments and more time building your business with BlueBridge One One-Ship.

BlueBridge One One-Ship saves your warehouse employees hours of work a day by connecting NetSuite to all the major UK shipping carriers in one simple SuiteApp. Simply click, stick and send.

KEY BENEFITS

- Integrated with all major UK shipping carriers.
- Easy to use and intuitive NetSuite interface.
- Print shipping labels and associated documents without leaving NetSuite in one click.
- Respond to shipping queries quickly by tracking shipments directly from NetSuite transactions.
- Reduce operational costs involved in manually processing individual or bulk orders in external systems.

DIFFERENTIATORS

BlueBridge One One-Ship is the leading UK shipping SuiteApp which automates carrier labeling and tracking in NetSuite. All businesses involved in sending goods locally in the UK and Internationally will benefit from using this SuiteApp. Be ready to reconfigure from European to International shipping on 1st January 2021 in a few quick steps.

FEATURES

ORDER FULFILMENT & SHIPPING

Ship individual or bulk fulfilments automatically via all major UK carriers. No more manual processing in external systems.

Generate paper shipping documents and electronic paperless trade documents for effort free international shipping.

Send customs and shipment data to your carrier for improved import clearance. Use One-Ship rules to automate complex carrier selection in your warehouse.

SUPPORTED CARRIERS

Integrate to multiple UK carriers in one NetSuite account. Currently supported carriers are:

13ten Parcels	Deutsche Post	Fedex	P2P	ShipTheory
AnPost	DHL	GLS	PalletForce	SkyNet
APC	Direct Link	Hermes	Palletways	Spring
Aramex	Doddle	Hermes Germany	Pallex	Swiss Post
Arrow XL	DPD Europe	ILG	Panther	TNT
Asendia Swiss Post	DPD Germany	InPost	Parcel Force	TPN (The Pallet Network)
Bring	DPD Ireland	Itella	Parcel Station	Tuffnells
Caribou	DPD Local	Landmark Global	postnord	UPS
Collect+	DPD Netherlands	LF&E	Royal Mail	XDP
Correos	DPD Polska	Mondial Relay	San Marinp Mail	Yodel
CSM Logistics	DPD UK	myHermes	sendle	
Despatch Bay	DX	OnePost	SEUR	

Please contact us if your carrier is not shown above, we add new carriers regularly.

TRACK ORDERS INSTANTLY

BlueBridge One One-Ship stores tracking information on each fulfilment and order allowing your staff to respond to customer queries quickly and efficiently.

LABEL PRINTING

One-Ship's printing technology integrates all the standard label printing equipment directly with NetSuite. Print your shipping labels with one click.



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