FIORUCCI

ONE·SHIP CASE STUDY

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"I can honestly say, One·Ship offers stress-free shipping"

- Jack Taylor – Project Manager, Fiorucci

INDUSTRY

Fashion retail.

CHALLENGES

Fiorucci was a fashion brand looking for something different. Founded in 1967, the Fiorucci family were looking to upgrade their customer service to provide the best possible quality of care for their loyal shoppers. Their ecommerce division was previously overseen by a 3rd party logistics provider, but as their sales grew, they quickly came to the realisation that their 3rd party provider simply didn't have the capacity and operational efficiency to accommodate an increase in workload and growth.

Dispatching customer orders became a slower and disconnected process, and with the additional challenge of not being able to receive any tracking data they risked creating unhappy customers. It's these challenges that drove Fiorruci's decision to bring One·Ship into the mix. Issues with timely dispatching of our e-commerce orders, expensive custom integration and no customer shipping tracking / poor customer experience.

SOLUTION

In 2020, Fiorucci implemented BlueBridge One One·Ship into their parcel delivery and tracking service. This managed to solve every challenge that they were previously dealing with, with even more added benefits that made the decision to switch to One·Ship the natural choice.

Their options to integrate with other 3rd party logistics providers were limited and, most notably, much more expensive. The option to integrate with DHL offered little room for growth and would take time to fully set up and get running. However, the plug-and-play ability of One·Ship would not only allow for stress-free, seamless integration, it would take as little as 2.5 weeks to fully implement and save the company thousands in integration costs.

ONE·SHIP

FIORUCCI

RESULTS

By using the One·Ship, Fiorucci were able to keep their customers informed of where their parcel was throughout the entire shipping process, from placing the order to receiving the goods. Like all great ecommerce businesses, using One·Ship's technology to post and track individual packages allowed them to achieve an excellent customer purchasing experience.

Switching to One·Ship allowed Fiorucci to speed up their order fulfilment by decreasing the amount of time it took to transfer customer information onto the package labels. This also allowed them to ship out packages individually, rather than relying on a much slower batch process. This new-found efficiency allowed them to expand their shipping offers to customers, and they were even able to start offering super-fast next day delivery!

Faster speed of shipment for customers, better visibility and reporting and better customer experience and delivery offering.

"I'd recommend One·Ship by BlueBridge One – not only has it enabled us to improve our internal processes but the customer experience for choice of shipping including next day delivery and being able to track their order from the moment they purchased is invaluable."

- Jack Taylor – Project Manager, Fiorucci

ONE·SHIP

ABOUT
ONE·SHIP

CLICK, STICK, SEND

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

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 OneShip 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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