



B.C.E. DISTRIBUTORS LTD

ONE·SHIP CASE STUDY



B.C.E DISTRIBUTERS CASE STUDY

INDUSTRY

Games industry - the distribution and sale of snooker, billiard and pool equipment including large game tables.

CHALLENGES

- Converting to B2C requires new systems and behind the scenes processes
- Managing increase in orders over seasonal periods by hiring inefficient temp workers
- Expensive integrations with individual carriers

RESULTS

- Allowed seamless, part automated workflow with individual order management
- Quicker turnaround time and reduced mistakes by employing less temporary staff over busy seasonal periods
- Saved thousands with OneShip integration via BlueBridge

CHALLENGES

Before switching to B2C, BCE Distributors only dealt with supplying games equipment to other retailers and clubs. By switching their business model to sell single items directly to individual customers, BCE managed to increase sales and orders for their games equipment.

This change meant that BCE had to deal with a new behind the scenes process to fulfil customer orders as well as dealing with a larger influx of individual orders. This was especially a problem at peak holiday times such as Christmas, when customers either wanted products in time for the festivities, or they would take their business elsewhere.

Mr Addison explains that "people, towards the back half of the year, will start buying products for Christmas and that's where these systems [Netsuite and OneShip] come into their own. The quicker we can get stuff out, the quicker we can basically sell. We used to have an issue where the speed the warehouse could turn orders around was the limiting factor for sales."

SOLUTIONS

BCE Distributors decided to implement Bluebridge One and OneShip in late 2019 to improve shipping workflows.

BCE Distributors approached BluebridgeOne rather than other NetSuite providers due to their expertise and competitive pricing. Mr Addison tells us that "We don't have to employ as many temps at Christmas to handle this kind of stuff [orders] anymore. OneShip, when it doesn't require any further configurations, is about £900 per year. We can easily save that in less than a month over Christmas."

Training and hiring temp workers for the christmas season was a huge problem solved by OneShip. Increasing the number of people in the shipping process naturally leads to a large increase in instances of human error, such as mis-typed invoice numbers or shipping addresses. With OneShip, automatic label printing and order fulfilment directly to carriers meant that these kinds of errors were drastically reduced.

"The other benefit is because it's [orders are] going via an export from our website into NetSuite to the carrier systems, there's much less scope for mis-keying or incorrect information going from one system to another. [...] Temps aren't that familiar with the way we operate."

RESULTS

The implementation of OneShip by BluebridgeOne was one of the aspects that BCE Distribution appreciated the most about the process. Implementation was easy and almost faultless. Whenever problems did occur, the team at BluebridgeOne were fixing it as soon as it was brought to their attention. Mr Addison says that "We dealt directly with Neil and Alan. We had no issues, and when we did have the odd thing here or they would just go away, fix whatever it was and come back within a day. The system really has worked without any real issues."

"There was a bit of a wait for the initial install, [...] but once we got focused on it felt as though it was like 'yeah let's get it up and running, fix everything immediately.'"

BCE now has to hire much fewer temporary workers at crunch times such as Christmas, massively reducing the cost of manual labour as well as common mistakes that temporary workers tend to make. When asked whether they would recommend other companies use BluebridgeOne to implement Netsuite and OneShip, BCE were enthusiastic with their response:

"For us, it's a bit of a no-brainer really. We had sort of scoped it out via NetSuite themselves, [...] but it started out at like five grand so it was just a non-starter. [...] But when we were pitched at [by Bluebridge One], there must be a number of feeds going in and out of Netsuite and it was billed at £900 per year. We didn't really need to think about it, it was quite obvious we'd make a saving."

ABOUT ONE·SHIP

CLICK, STICK, SEND

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

BlueBridge One OneShip 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 OneShip rules to automate complex carrier selection in your warehouse.

SUPPORTED CARRIERS

OneShip is the BlueBridge One NetSuite SuiteApp that allows you to connect to all major UK and EU carriers without the expense of custom integration and lets you manage fulfilment and tracking without ever leaving NetSuite.

13ten Parcels 3	Doddle 2	Itella 2	San Marinp Mail 2
AnPost 2	DPD Europe 2	Landmark Global 3	sendle 3
APC 1,3	DPD Germany 3	LF&E 3	SEUR 2
Aramex 2,3	DPD Ireland 3	Mondial Relay 2	ShipTheory
Arrow XL 2	DPD Local 1,2,3	myHermes 3	SkyNet 3
Asendia Swiss Post 3	DPD Netherlands 3	OnePost 2	Spring 2
Bring 3	DPD Polska 3	P2P 3	Swiss Post 3
Caribou 3	DPD UK 1,2,3	PalletForce 2,3	TNT 1,3
Collect+ 2	DX 1,2,3	Palletways 3	TPN (The Pallet Network) 1,3
Correos 2	Evri (Formally Hermes)	Pallex 3	Tuffnells 1,2
CSM Logistics 1,3	Evri Germany (Formally Hermes Germany)	Panther 2	UPS 2
Despatch Bay 3	Fedex 1,2,3	Parcel Force 2,3	XDP 1
Deutsche Post 3	GLS 3	Parcel Station 3	Yodel 2
DHL 1,2,3	ILG 3	postnord 3	
Direct Link 2	InPost 2,3	Royal Mail 2,3	

1: Direct, 2: Via GFS, 3: Via Shiphthoery

Don't see the shipper you use listed above? We regularly add new shipper integrations to OneShip. Please contact us, we'll be happy to discuss your requirement.

TRACK ORDERS INSTANTLY

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

LABEL PRINTING

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



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