



PRAVERA

ONE·SHIP™ CASE STUDY



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- Nick Sutton

INDUSTRY

Pravera is a natural and organic skincare company with the mission of offering clean, pure, certified natural and organic skincare and beauty products for all the family. The business has been operating since 2000 and offers products ranging from skincare to makeup and hygiene products. The organic skincare industry is built upon growing consumer awareness of health and wellness driven by the benefits of organic options. Considering personal health as well as sustainability and the environment, natural and organic options contribute to a growing area of the health and beauty industry.

Featuring a range of quality brands, Pravera are experts in natural and organic skincare products, testing every brand to ensure they are effective and the best option in skincare. Brands featured by Pravera include Lavera, PrimaveraLife, Benecos, Organyc, Organii, Khadi, Kost Kamm, Forsters, Sodasan and Souttree which have all been certified to European standards by either Eco Cert, BDIH, Na true, Eco Garantie, Soil Association or ICEA. All products are cruelty-free and never tested on animals. Since 2000 Pravera's business has grown, with sales increasing B2C and via a developing network of stockists.

CHALLENGES

- Negative experiences with previous shipping supplier
- Rebuilding customer-base after challenges with previous shipping processes
- Outdated processes reliant on manual input

After damaging experiences with alternative shipping solutions, Pravera required a reliable service with strong visibility over shipping costs and timeframes. In a post-Brexit trade environment, shipping to Ireland, one of Pravera's biggest customer bases, became almost impossible. Costly import charges were passed from the shipping provider to the customer without clear visibility which resulted in understandable issues for B2C customers and an operational nightmare for Pravera's Operations Manager, Nick Sutton. *"We spent a long time trying to work through the issues,"* he explains, with the team even discussing the viability of wholesalers and alternative warehousing options, which would have come at a huge cost. They needed an option which wouldn't leave them, or their customers, out of pocket with improved visibility over costs involved in international shipping.

Another challenge was the manual input involved in creating customer orders with the relevant commodity codes, country of origin and costs. This time-consuming process was having a big impact on operations, slowing down processes and draining a lot of valuable time.

SOLUTION

After research into many different options, BlueBridge One's OneShip SuiteApp stood out as the best option for Pravera's needs. By connecting their existing NetSuite solution that had already transformed the business operations, OneShip offered a seamless add-on. With the ability to integrate with multiple carriers and fulfill individual or bulk orders in a streamlined process, OneShip offers visibility but also avoids manual data input to separate carrier systems.

With OneShip, tracking information is instantly captured with each fulfillment, and the shipping process is automated, freeing up the valuable time of warehouse and operations staff, increasing capacity and quality of output.

OneShip offered a solution to the challenge of hidden costs and limited accountability in the shipping process, with improved visibility of tracking information. It also enabled seamless order processing, printing and packing. With OneShip, the team at BlueBridge One were also on hand to support both during implementation and from then on, with product experts ready to answer any questions.

RESULTS

- Integrated solution offering seamless communications with NetSuite
- Automated ordering, printing and packing process saving time
- Improved accuracy in orders, impacting operations teams as well as the customer

OneShip has sped up the process of order management, picking and packing for Pravera. *"30 seconds after you've submitted an order, the labels are coming out of the printer and the packers can get on with it"*, explains Nick. For the business, there have been things to learn to ensure the app can fulfill its potential, like ensuring weights are recorded on products and HS tariff numbers are inputted, but with OneShip, everything is workable.

Nick details the impact the switchover has had, *"A couple of changes laterally to the picking facility [and we have] sped up the warehouse and been able to save 25% of picking time [...] that's what keeps maintaining the accuracy that we've got, it's excellent. We're able to keep up with everything and we're now a bit more in control of costs."*

Nick outlines, *"the system is a lot smoother than if I had entered it by hand, possibly because of the integrations". As data is shared across the systems, the process is seamless with visibility at each stage, "it seems to work seamlessly - packages can clear customs, even when they are still sitting on my packing table". Pravera feels this will be key in winning back their important Irish customer base. As Nick describes, "we now have a system in place that works", highlighting the element of trust in technology that businesses require to reach new customers.*

ABOUT ONE·SHIP™

CLICK, STICK, SHIP

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 ship.

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.

90+ 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.

3ten Parcels	DPD Ireland	Line X	Starlinks
AnPost	DPD Luxembourg	Mondial Relay	Swiss Post
APCAPG	DPD Netherlands	Ninja Van	The Delivery Group
Aramex	DPD Polska	Norsk	The Pallet Network
ArrowXL	DPD Switzerland	P2P	Palletways
Asendia	DX Express	Packeta	Pallex
Australia Post	DX FreightEvri (formally Hermes)	PackFleet	Panther
Bring	Exelot	PalletForce	Parcel2Go
Caribou	Fastway	Parcel Force	TNT
China Post	FedEx	Parcel Station	UKP Worldwide
Chronopost	FDL	Postnord	United States Postal
Clipper	Furdeco	Royal Mail	Service UPS
Collect+	GFS	RPX	Whistl
Correos	GLS Netherlands	Samos	Yamato Europe
CSM	Hived	Sendle	Yodel
Despatch Bay	ILG	SEUR	Zigzag Global
Deutsche Post	InPost	ShipTheory	
DHL Parcel UK	IntaDispatch	SkyNet	
Direct Link	JP Post	SkyPostal	
DPD Belgium	Landmark Global	Swiss Post	
DPD Germany	LF&E	Spring	

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.



01932 300 000



www.bluebridgeone.com



info@bluebridgeone.com



Dixcart House, Addlestone Road, Bourne Business
Park, Addlestone, Surrey KT15 2LE

