



## Challenge

A large Logistics Service Provider (LSP) needed to deliver timely and consistent shipment status updates with milestone visibility to its customers. This was especially challenging due to the vast global motor carrier network leveraged by the LSP, with each carrier having varied technical capabilities and integration requirements. In addition, the LSP faced the challenge of satisfying their customers' increasing demands for visibility and information about where their shipments are. The LSP lacked technology advancements to tackle these double-faced challenges of getting accurate and timely information from motor carriers and also effectively communicating this information to end customers. They needed a new seamless process of creating and assigning work orders, executing the moves, collecting proof of deliveries and movements and managing exceptions.

Additionally, the LSP was seeking new capabilities to improve transparency around invoicing accuracy for its customers. They wanted to enable their customers to validate and fully trust motor carrier invoices and improve margins on service management with full charge and billing transparency.



## Solution

To address both challenges, the LSP implemented Blume Logistics and Blume Finance.

Blume Logistics directly integrated with the company's in-house transportation management system. This integration enabled the standardization process of motor carrier onboarding. Now, all of the LSP's disparate motor carrier partners around the globe can connect, accept assigned work orders and execute moves on one platform. Through the Blume mobile app, which is part of Blume Logistics, truck drivers can report event milestones throughout the journey of the move and provide Proof of Deliveries. This capability allows Blume to consume the information provided by each motor carrier and provide a consistent flow of information back to the LSP. Blume gives the LSP granular, real-time visibility tracking of its shipments along with the ability to receive shipment updates, related documents and photos in real time.

With Blume Finance, the LSP has been enabled to manage rates and tariffs by motor carrier origin-destination pairs, including automating rating and assigning work orders based on provided tariff values. Blume Finance also gives the LSP the ability to automatically generate invoices based on the moves captured through Blume Logistics. The invoices created by Blume include pre-approved accessorial charges using agreed-upon and stored contractual rates. These capabilities enabled the LSP's customers to have full control and transparency related to transportation invoicing and charge approval.

## Success

With Blume Global, the LSP receives timely shipment updates, proof of delivery and related documentation from over 2,000 Blume-connected service providers worldwide. The LSP and its customers consistently receive timely and accurate updates, regardless of the service partner they used.

Through the automation capabilities of Blume Finance, the manual process of invoice creation, auditing and approval was removed. The LSP was also able to eliminate inaccurate transportation, implementing invoicing with 100 percent automation and accuracy. Lastly, with the Blume mobile app, service providers can interact in real time for proactive planning and exception management throughout the journey of a shipment. In partnering with Blume Global, similar global LSPs can gain an end-to-end solution to power new levels of efficiency and customer satisfaction.

