
Customer Case Study

Company Name:

Collin's Movers Pte Ltd, Singapore



www.collinsmovers.com.sg

- Collin's Movers & Relocation is a Company offering Services in Logistics & Transportation Industry with presence in Singapore, Malaysia and Hong Kong.
- Collin's Movers are a well known moving and relocation specialist since the late 1980s primarily providing Relocation Services like Corporate Relocation, International Relocation and Domestic Relocation, Storage Services and Risk Advisory Services

Industry:

Logistics & Transportation Industry

Solution Recommended:

Integrated Cloud based NetSuite for ERP, CRM & E-Commerce

Results:

- Job scheduling and Survey appointment done real-time and processing time cut by 50%
- Automated and linked various functions like Survey, Quotation, Job Order, Warehouse
- Integrated data from various sources for Freight Charges, Port of Entry details and Inbound and Outbound shipping details
- Eliminated silos and linked various functions like Survey, Quotation, Job Order, Warehouse

Challenges:

- Non-standard requirements for CRM, Estimation (Survey), Costing & Billing Calculations
- Complex Costing Sheet custom-made to calculate the Costing based on different parameters of Shipping Container size like 20 feet, 40 feet etc and for LCL, FCL etc
- Integrated the details for Estimation and Job Costing from a combination of variables with fluctuating aspects of Cubic Feet of Space, Exchange Rates and Freight Charges for various Carriers

Solution:

- Replaced multiple disparate systems for Costing, CRM, Job Scheduling & Accounts
- Accounting Period Closure delays and reconciliation problems were effectively solved