

LogiWare Helps Vector Global Logistics Grow Into a Multi-Million Dollar Company



Vector Global Logistics is an international company that provides sea freight, air freight, truck, rail, and general logistic services. When the company first started, they relied on spreadsheets to manage the complex logistics for their customer-oriented business.

As Vector became more established, they identified a significant need for a supply chain software solution that would manage their growing shipping and logistics needs and help their business run more efficiently. Not satisfied with their current logistics software, they contacted LogiWare. Since LogiWare solutions are completely web-based, easy to use, and more intuitive than most other logistics solutions, Vector felt that they could train and assimilate new employees more quickly and better serve their broad portfolio of clients.

***“LogiWare has helped us grow our business
and expedite our processes.”***

—Enrique Alvarez, Managing Partner, Vector Global Logistics

Challenges

- Needed more visibility and control over every aspect of shipping, maximize productivity, and drive revenue
- Needed to monitor and track employee results so that they could gauge individual performance of their team members

Results

- Ease to train and support all employees to better support the company's diverse customer base
- Insight to any costs that are added or changed during the shipment cycle
- Ability to measure employee accountability and contribution

The Challenge:

Vector has a unique results oriented culture that brings a fresh and new approach to logistics. They measure the success of their employees by the results they drive instead of how long they work. When they met with LogiWare, their needs were two-fold. First, they wanted a cloud solution that would give them more visibility and control over every aspect of shipping, maximize productivity, and drive revenue. Second, they needed a software that would enable them to monitor and track employee results so that they could gauge individual performance of their team members. The results-tracking capabilities they were looking for were different from what LogiWare had previously built, but the team was up for the challenge of adjusting the software to address Vector's needs while meeting their ambitious timeline.

How We Did It:

LogiWare provided a solution that allowed Vector to easily train and support all of their employees to better support the company's diverse customer base, and anticipate issues and resolve them to keep their shipments on time and increase profitability. The LogiWare system provided Vector with a platform to measure the accountability of what each employee needed to do, when they needed to do it, and monitored that individual tasks were completed on time. The platform was flexible enough to engage users, allowed them to configure it to their particular needs, and set up their own tasks which could then be tracked. It also gave Vector full visibility to any costs that are added or changed during the shipment cycle so that they could analyze and understand what factors were eroding their profitability. The software included a strong reporting component so that Vector could run reports on how quickly operations employees were completing tasks, giving them a measurable scale on which to base how to pay its employees.

The Results:

Since Vector began partnering with LogiWare and using the software for their shipping solutions, the company has seen remarkable growth into a multi-million dollar company. In a short period of time, LogiWare has helped Vector to standardized process and workflow and bring in new employees that can easily assimilate to their results only culture.