



#### **SOLUTION**

Data Collection and Digitalization

### **INDUSTRY**

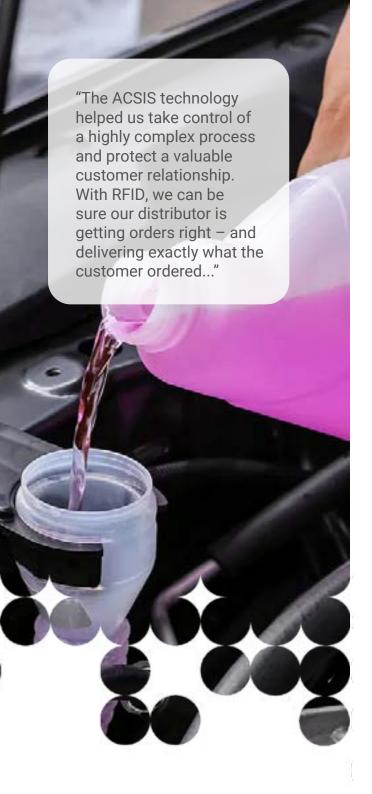
Chemicals

# RFID GREASES THE WHEELS FOR THE PERFECT ORDER

AUTOMOTIVE CHEMICALS FIRM TAKES CONTROL OF THIRD-PARTY SHIPPING

A global provider of premium automotive fluids relies on a third party to distribute its products to customers – in this case a luxury electric vehicle manufacturer. Due to system and process complexity, the vendor was struggling to meet customer standards for labelling and shipping. The risks were high – costly chargebacks and the potential loss of valuable business.

The company needed a solution that would make it easier to get orders right – and to verify shipments with hard and fast data. We designed an RFID-enabled data collection solution. From the initial application of labels to confirmation of shipment accuracy, the process is now streamlined and fully verifiable.



# **CHALLENGES**

- Complex multi-system, multi-party process for labelling and shipping
- Limited visibility and control of thirdparty process
- Shipment verification across multiple complex systems
- High risk of error due to system complexity and manual processes
- Lack of reliable data to flag vendor issues and challenge chargebacks

## **SOLUTION**

- RFID enabled Data Collection and Digitalization solution
- One integrated system to manage and verify labelling and shipping
- Automatic verification of order, label, and shipment accuracy
- End-to-end visibility into vendor performance
- Verifiable data to raise vendor issues and challenge customer chargebacks

## **BENEFITS**

- Increased visibility and control of vendor performance
- · Improved third-party risk management
- Fewer chargebacks and increased customer satisfaction
- Increased efficiency and productivity
- Trusted data trail to verify vendor accountability

