

CASE STUDY:

CAPITAL TRANSPORTATION

FREIGHT FORWARDING

SOUTH + CENTRAL AMERICAS



Fast. Safe. International.

MAGAYA IMPLEMENTS

NEED FOR SPEED AND EFFICIENCY

Magaya Cargo System Business Solution

Capital Transportation, a logistics leader for integrated services in the Americas, required a system solution that could be implemented quickly in order to facilitate daily operations and warehousing functions working seamlessly and efficiently. Magaya Cargo System allowed Capital to improve their processes and reduce resources to manage more business.

“The introduction to the Magaya Cargo System has simplified the processes of handling our cargo to the multiple destinations Capital services.”

Frank Neves, General Manager of Capital Transportation

Magaya 
Logistics Software Solutions



AT A GLANCE

CAPITAL TRANSPORTATION

www.capital-corp.com

INDUSTRY

Logistics, Import/Export

SOLUTION

Magaya Cargo System

With over 30 years in the industry, Capital Transportation is a complete logistics provider offering total customized transportation solutions from any origin to final destination. Their team of professionals is trained in expediting the most challenging shipping requirements focusing in achieving on-time performance. Currently, Capital has a main concentration in exports to South and Central America with 20 offices spread over several countries.

CHALLENGE

Meeting High Customer Demands

When serving extremely cost and quality-conscious customers such as those in the logistics industry, running an efficient operational facility is crucial. To stay on top of costs and quality requires fast access to information. Unfortunately, many successful businesses find themselves with data dispersed among a variety of applications that were deployed in efforts to respond quickly to rapidly changing business requirements. When you spread data across multiple systems, employees often struggle to efficiently access it to produce actionable information. Capital Transportation is an international freight forwarder which found itself in just this position.

SOLUTION

The Need for Change

Capital Transportation's major factor in searching for a new system was an outdated Unix based cargo system that ran on an AS400. The maintenance cost of this system was high, requiring them to employ a separate IT person for on-going routine maintenance. They were using two separate systems; one for office operations and one for warehousing, which in return caused ineffective methods of working.

Capital had seen Magaya's advertisements as published in industry related magazines, and finally was verbally introduced by one of their out-sourced IT consultants. They had researched several systems throughout the course of about a year until getting a product demonstration from one of Magaya's Logistics Management Advisors. From the demonstration they decided to make a change. It was time to eliminate redundant multi-screen and excessive manual entering by efficiently bringing them a system that was in a Windows based platform giving them full control in expediting all their shipment needs, reducing time and costs.

RESULTS

Implementing the Magaya Cargo System

Warehousing

Unlike their previous system, Magaya came in and fully-integrated all their departments in one cohesive medium making their operations and warehousing virtually seamless. Before Magaya most of their warehouse entries were done manually. Now they enter warehouse receipts at the warehouse and print labels to identify the incoming cargo right away. Also 90% of the Warehouse Receipts are converted from Pickup Orders previously created by the traffic department in this case the warehouse employees can focus on entering dimensions and weight because all other information is already there.

To prepare the outgoing shipments at the warehouse, they receive a Loading Guide automatically created by the traffic department while preparing the export documentation using the Magaya Cargo System.

During the process of loading the cargo into the containers, a verification process is used to scan the labels of all boxes going out. This process guarantees 100% accuracy of the cargo being shipped as the system alerts if you are loading cargo that does not belong to the shipment.

Traffic Department

As an example of how their shipments are handled now, one of their clients "Payless Shoes" uses the Magaya LiveTrack to identify the cargo that they want to ship and place the shipping instructions via email to the traffic department.

The traffic department uses the information from the client (or destination agent) to create the export shipments inside the Magaya Cargo System, which are now very easy to handle as all the information related to the cargo was previously entered in the system by the warehouse department. Complex consolidations are now done in a matter of minutes using Magaya's consolidation wizards.

After the shipment is done, the client uses the Magaya LiveTrack to follow the shipment from origin to destination.



RESULTS (cont.)

Implementing the Magaya Cargo System

Customer Service

With the Magaya Cargo System they have found a decrease in customer service calls and emails due to the facilitation of having instant tracking. Major clients can use Magaya LiveTrack to track their shipments themselves easing the stress of emails.

Magaya's Find feature is one of Capitals favorites drastically reducing the amount of time taken to find information about anything within the system, reducing the time spent in customer service calls.

Accounting

Because of not having to enter AP/AR transactions into accounting manually, there has been significant work reduction. After the traffic department finishes the consolidation, bills and invoices can be created using Magaya's Liquidation tool, which posts these transactions into accounting.

Capital has taken full advantage of Magaya's integrated accounting package from Accounts Receivable to Accounts Payable and Banking; everything is done using Magaya accounting. The performance of the company is now evaluated using the financial statements provided by the Magaya Cargo System.

IN CLOSING

Conclusion

Today, Capital Transportation leverages the Magaya Cargo System to consistently deliver high levels of service to its customers. They have traded redundancy for productivity, allowing their employees to work in an efficient manner while maintaining business integrity. Customers can now access what is in a shipment, where it is, and when it will arrive, a degree of detail they had not seen before. An automated solution integrating all departmental sections into one was the need that has been ultimately solved.

"Magaya has helped us cut costs related to over-time and they have brought to us minimal margin of error. We are now able to have full visibility of our operations with reports and information that is automatically produced at the click of a button. All in all, we are very happy with the investment we have made with regards to the Magaya Cargo System."

*Frank Neves, General Manager
Capital Transportation Corp.*