



Air21 optimizes warehouse operations to meet customer demands with Infor Supply Chain Management

Facts at a glance



Headquarters
Paranaque City,
Philippines



Industry
Third-party
logistics



Products
Infor Supply
Chain Execution



Implementation
partner
Infor Consulting
Services



Web site
air21.com.ph

Improving warehouse management operations with real-time data

Third-party logistics (3PL) provider, Airfreight 2100 (Air21) delivers warehouse management operations to businesses across the Philippines. Founded by Alberto D. Lina in 1979, Air21 has amassed nearly four decades of industry expertise and has become a market leader, delivering customer-driven, quality service in the Philippines and internationally. To help realize its vision of becoming the undisputed market leader in the international and domestic express transportation and logistics industry in the Philippines, Air21 implemented Infor® Supply Chain Execution at 1,500 sites. With the solution's industry-specific functionality, Air21 can meet increasing customer demands with real-time customer order tracking and deliver improved warehouse management to its customers. These key advantages help puts Air21 ahead of its competitors.

Business Case

- Meet increasing customer demands by implementing a versatile warehouse management solution.
- Optimize warehouse planning to load warehouse trucks more efficiently.
- Provide accurate customer shipment information in real time.
- Improve productivity and reduce expenses.



With the visibility to provide real-time shipment updates, the sales department is able to position our warehouse management operations as a value-added service. As a result, we are better positioned to manage distribution operations, because of the level of service we can provide.”

Ms. Gloria Estabaya, VP of Customer Service

Meeting customer demands through innovation

Handling 30,000-50,000 packages daily, Air21 strives to deliver time-definite, accurate, efficient, and innovative pick-up, delivery, and logistics services to its customers. Before implementing Infor Supply Chain Execution, it was difficult for Air21 to track shipments, which could result in not meeting customer demands. With Infor Supply Chain Execution, Air21 optimized its warehouse management and distribution environment. The company was able to do this by better utilizing resources, which helped improve efficiency, labor performance, inventory, and order accuracy. Through consolidation, Air21 can deliver more shipments using fewer delivery trucks. This efficiency improvement has helped the company improve employee productivity, increase order accuracy, reduce damage, and streamline quality-control activities. As a result, Air21 was able to reduce its manpower costs by 30%.

Meeting specific customer requirements

Air21 used the implementation experience of Infor Consulting Services (ICS) to implement the right modules and customizations to ensure that the solution's capabilities aligned with the business needs of its customers. Air21 can now meet specific customer needs, such as meeting government regulatory reporting requirements. As a result, the turnaround time to meet specific regulatory board requirements was reduced from 5 days to 1 day.



Driving company-wide improvements

From transportation to delivery to warehouse management to sales, Infor Supply Chain Execution touches on almost every aspect of Air21's business operations. With the ability to deliver real-time SMS updates to its customers, Air21 can keep them informed more efficiently. This important capability improves Air21 selling position as a leading warehouse management provider. Air21 can now also inform customers when it's unable to deliver shipments, which improves customer relations. With greater visibility into customer shipments, Air21 can better pack delivery trucks and streamline warehouse operations to deliver more, while using fewer resources and lowering costs. The optimized warehouse management operations, along with the ability to give customers real-time information, allows the sales department to better market Air21's distribution capabilities. Referring to Infor Supply Chain Execution as their go-to industry tool for effective warehouse management serves as a selling point to prospective customers.

Benefits

- Reduced manpower costs by 30%.
- Improved profitability and maintained market leadership by improving sales, warehouse management, and customer delivery operations.
- Achieved 100% shipment accuracy through industry leading visibility.
- Reduced the time to respond to customer inquiries from hours to minutes.
- Increased delivery capabilities by maximizing the efficiency of delivery trucks.
- Reduced the turnaround time of meeting regulatory reporting requirements.
- Improved marketing abilities by positioning warehouse and distribution management as value-added services.

“

We always tell our prospective customers that Infor Supply Chain Execution is the best solution for warehouse management. The depth of its industry-specific capabilities allows us to be more responsive to our customers' business needs.”

Theresita Eisma,
Executive Vice President of Corporate IT,
Airfreight 2100



Copyright ©2016 Infor. All rights reserved. The word and design marks set forth herein are trademarks and/or registered trademarks of Infor and/or related affiliates and subsidiaries. All other trademarks listed herein are the property of their respective owners. www.infor.com.

641 Avenue of the Americas, New York, NY 10011

INFDTPI494374-en-US-0416-1