



Challenge: Provide On-line Order Visibility to Distributors

A leading security software company has had an expansive network of worldwide sales and distribution channels. Distributors such as Ingram Micro, Merisel, Navarre and Tech Data have been key partners for the worldwide distribution of their products. In order to purchase new products and inquire about status of existing orders, the distributors continually contacted the company's Ordered Services Group, OSG, via telephone and fax. The constant queries were a strain on both OSG and DCL resources.

DCL Solution

DCL developed OrderTrak, a customized web-based application of eFactory that enabled the customer's distributors to view real-time information to the status of their respective shipment orders online. The customer provided the distributor corresponding purchase order number with the shipment order to DCL. OrderTrak links the two key fields allowing the distributors to inquire on the status using their own purchase order numbers.

Benefits:

- Distributor's inventory issues were eliminated through direct visibility
- Significant reduction in OSG man-hours in processing requests
- More productive working relationship between the company and their distributors
- Each distributor now had real-time analysis by SKUs

About DCL

Founded in 1984, DCL has emerged as the leading provider of next-generation Supply Chain Services. More than a logistics company, DCL is a trusted business partner who reduces operating costs and improves end-customer service via a full menu of order entry/processing, call centers, warehousing, final assembly, fulfillment, and returns management. DCL's advanced IT infrastructure is Internet-enabled for complete integration with enterprise-level business systems; its customizable solutions enable companies of all sizes to focus on their core competencies. DCL currently serves some of the best-known names in the high-tech and healthcare fields.