DOUBLING DEPOT CAPACITY IN 12 MONTHS WITH THE POWER OF FLOW INTEGRATIONS

CHALLENGE

From its early days in the 1970s, the Fliway Group have always been specialist movers of freight. Today, with a number of major multinational clients, the Group is now divided into four businesses that focus on warehousing, freighting, customs clearance and a joint venture with UPS for international parcels. With four businesses comes the challenge of connecting multiple systems in a robust, reliable and affordable way. Flow Software's integration platform was chosen as the key enabler to company-wide transparency and operational efficiency.

FLIWAY
DELIVERING TRANSPORT SOLUTIONS

450+ staff

190+ vehicles

16 sites across NZ

SOLUTION

INTEGRATIONS

With multiple, best of breed applications being used across the business, WMS, TMS, Customs Clearance and Core Financials, Flow Software's integration platform has enabled all systems to talk to each other.

ELECTRONIC DATA INTERCHANGE

With over 100 of Fliway's customers sharing their pick, pack, dispatch. purchase orders and invoices through Flow Software's EDI platform, manual data entry and errors are all but eliminated and operational efficiency greatly improved.

IN-HOUSE DEVELOPMENT

The Fliway team have taken Flow Software's unique platform in-house to configure and deploy EDI connections for new customers and integrate new systems.

RESULTS

MORE CUSTOMERS

Using Flow Software's integration and EDI platform to connect internal systems and over 100 customers, Fliway has been able to scale and react to growth cost effectively and without delay. Customers send data by any means that suits them, saving time and effort. This has created a significant point of different in the market for Fliway.

LESS RISK

The Flow integration platform provides a Hub and Spoke architecture, with the Flow staging database being the centre of all integrations.

This allows individual system connections to be replaced or upgraded with minimal risk to all other connections.

FASTER GROWTH

Having its powerful core systems integrated through Flow has allowed Fliway to meet the huge spike in demand caused by the global pandemic, To scale at speed, Fliway needed more depots. FAST! The operational efficiency gained through using Flow has allowed Fliway to double its depot numbers in under 12 months. Depots can now open in a matter of weeks rather than months.

METRICS THAT MATTER

100% Customer orders sent through Flow

+30% Manual processes automated

5 staff Upskilled in Flow

> "Our ability to develop and innovate inside Flow means it has become fundamental to our operating success. Our business has grown rapidly and we have had to open new depots quickly to meet demand.
>
> "It is Flow that has enabled us to do this. Flow connects our core systems and just makes our business work. Flow delivers the same kind of performance as some other integration solutions, but at a significantly more affordable price. I cannot see us ever moving away from Flow."

KEVIN ROWLAND
CIO, Fliway