

CASE STUDY:

# BIOZYME, INC., CAPTURES COST-SAVINGS USING FREIGHTVIEW®



## About BioZyme, Inc.

BioZyme, Inc., is a producer of animal health supplements focused on the agricultural fields of livestock nutrition and microbiology. The company offers a complete line of high density vitamin, mineral, trace mineral, and protein supplements for animals.

With headquarters in St. Joseph, MO, BioZyme, Inc., serves a global market of customers with shipments throughout the United States and Canada, South America, Europe, and the Middle East. North American less than truckload (LTL) freight comprises a majority of BioZyme, Inc., shipping operations. On average, the company processes 250–300 LTL orders per month.

## The Challenge

As BioZyme, Inc., grew, manually handling shipping for a growing number of large orders became cumbersome and costly. All orders and rate negotiations were handled by a single person who also oversaw customer service. The inefficient process of communicating with carriers would ultimately hurt customer service and affect the bottom line.

BioZyme, Inc., needed a tool to rapidly process freight shipments for its wide distribution of customers across North America, leaving more time to nurture customer relationships.

### Challenge

BioZyme, Inc., struggled to maintain a high level of customer service as business and shipping volumes grew.

### Solution

BioZyme, Inc., selected FreightView's online freight management tool to streamline quoting, booking, tracking, and reporting of all their LTL shipments.

### Results

- 1 Saved 10 minutes per shipment, totaling over 50 hours per month
- 2 Improved carrier discount rates by an average of 2-3% over the last six months.
- 3 Improved on time delivery rates

## The Solution

BioZyme, Inc., selected Freightview, an online freight management tool, to help streamline its shipping processes. The quick and easy set up process took only minutes to complete. Rather than logging into multiple LTL carrier websites, Freightview's simple and intuitive interface allows BioZyme, Inc., to instantly retrieve their direct carrier rates into a single, centralized dashboard. BioZyme, Inc., can now instantly quote, book, track, and report on all of their LTL shipments. They can also print bills of lading and all of their shipping labels.

**"FREIGHTVIEW HAS BEEN LIKE A DREAM COME TRUE FOR US. WE'VE ELIMINATED HOURS OF UNPRODUCTIVE WORK AND ACTUALLY INCREASED OUR SALES IN THE PROCESS."**

**- CHRIS FEIDEN, SUPPLY CHAIN DIRECTOR  
BIOZYME, INC.**

## The Results

Freightview has simplified and streamlined BioZyme, Inc.'s, freight shipments, enabling improved customer service throughout the supply chain and leading to cost savings. The tool's instant quote system has shaved an estimated 10 minutes of processing time off each shipment - saving the company a total of 50 hours per month!

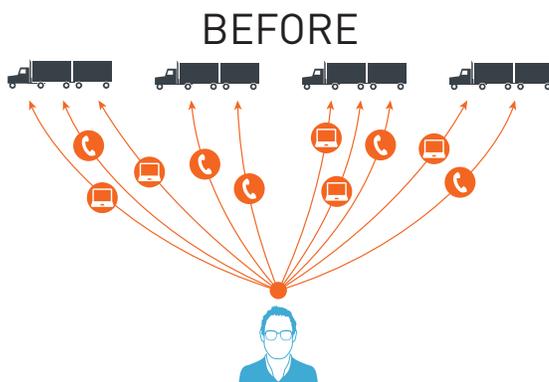
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Freightview has also added more visibility and accountability into BioZyme, Inc., carrier relationships. Through centralized visibility, BioZyme, Inc., can clearly see which direct rates are more competitive and share that information with its carriers. As a result, the company has significantly reduced its freight spend and seen its discount rates improve by an average of 2-3 percent over the last six months. This helps BioZyme, Inc., compete with larger companies by providing competitive carrier rates and on time delivery.



Sales representative obtained LTL quotes by calling or logging into each carrier website multiple times a day.



Sales representative can rate, book, track, and report on all their LTL shipments through one online tool.