mohawk Global
LOGISTICS

FOUNDED

1993

HEADQUARTERS

Syracuse, New York

INDUSTRY

Supply Chain & Logistics

BUSINESS NEED

Modern EDI Solution with AS2 Compatibility

OUTCOMES ACHIEVED

- Improved Client Satisfaction
- Shorter Error Resolution Times
- Cost Savings

'Easy to Use and Implement': Mohawk Global Logistics Cuts EDI Costs by $60K a Year

OVERVIEW

Mohawk Global Logistics is a transportation and freight forwarding business offering services in customs brokerage, domestic, international transportation, trade compliance, and consulting on supply chain solutions. The company's mission is simple: To make client supply chains as simple, reliable, and as cost- effective as possible.

In Mohawk's line of business, having the ability to exchange data as close to real time as possible is essential and gives organizations a leg up among the competition. But Mohawk didn't manage its EDI transactions in-house, and the cumbersome relationship with the third-party vendor handling those transactions limited the company's ability to compete.

IT CHALLENGE

A company that offers a range of global services, Mohawk exchanges data with overseas and local partners, vendors, and clients. The company uses FTP to exchange about 600 documents a day, supporting various XML transactions and EDI formats, including 110s, 214s, 315s, 850s, 856s, and 997s. But all of Mohawk's EDI mapping, communication, and message management for Mohawk was done by a third-party company, and any configuration change or error resolution that needed to happen was time-consuming and costly.

After a client handed down an EDI mandate, Terri Sandine, manager of application development for Mohawk, reviewed the Capterra social platform for the best EDI software solutions and support for AS2. Cleo was one of the top companies in that search.

"We had a client that required us to provide direct EDI integration into their systems," she said. "We were looking for applications that were affordable and easy to roll out because time was of the essence to retain this client."

THE SOLUTION

Sandine decided to deploy Cleo Integration Cloud to help Mohawk improve its EDI and continue delivering world-class, personalized logistics solutions.

"I chose Cleo because it offers options for mobile, but most importantly, because of the rave reviews given by their customers on the software and support," she said. "Cleo solutions delivered a solid platform that was easy to use and implement in our small environment. Cleo not only allowed us to implement direct EDI sooner, but our business realized immediate cost savings."

Mohawk has migrated 80 percent of the third-party EDI integrations in-house, and the company quickly gained the financial and business efficiency benefits of a reliable, scalable managed file transfer solution.

"Our costs and efficiencies have resulted in an average ROI of $5,000 a month, and having direct access to the map and communication means we spend less time troubleshooting EDI issues. Client satisfaction has also increased, as there are fewer problems with our in-house EDI connections, and our time to resolve and respond to our customers when issues arise has decreased by at least 60 percent."

BY THE NUMBERS

$60,000

Using Cleo decreased EDI costs by $60,000 a year ($5,000 per month)

60%

Reduction in resolution times for client issues upon implementing Cleo

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Most of our clients and partners demand EDI and expect us to provide integration solutions for real-time data exchange. With Cleo's stable and easy-to-use MFT technology, we can confidently deliver those solutions."

TERRI SANDINE,

MANAGER OF APPLICATION DEVELOPMENT, MOHAWK GLOBAL LOGISTICS