

## SAP Customer Success Story

**“We are very happy with the performance of the new mySAP All-in-One solution, especially the warehouse people who use it everyday. Manual functions are now a fraction of what they were, so we use less labor. The new solution does all the work.”**

Brian Chung, President and CEO, Frontier Logistics Services



### AT A GLANCE

#### Company Name

Frontier Logistics Services  
United States  
www.frontier-logistics.com

#### Industry

Logistics service providers  
(LSPs)

#### Key Challenges

- Replace old, disparate inventory systems with a single system capable of supporting digital scanner technology
- Provide access to accurate logistics-related information to retain Samsung, a very large customer

#### Implementation Partner

Global Enterprise Management Solutions Inc. (GEMS) – a mySAP™ All-in-One certified partner

#### Solution and Services

mySAP All-in-One

#### Existing Environment

Three disparate, nonintegrated systems

#### Implementation Highlight

Successful go-live after 90 days

#### Key Benefits

- Easy access to more accurate, detail-rich information
- Improved efficiency due to automated processes
- Reduced costs
- Increased competitiveness/ability to attract new customers
- Greater employee satisfaction/fulfillment
- Anticipation of a fast ROI

#### Hardware

Hewlett-Packard ML server

#### Operating System

Microsoft Windows 2003

## FRONTIER LOGISTICS SERVICES

### FRONTIER LAUNCHES THE mySAP™ All-in-One SOLUTION TO MEET THE NEEDS OF ITS LARGEST CUSTOMER EVER

“For many years,” explains Jeff Woo, IT director at Frontier Logistics Services, “Frontier serviced the logistics needs of a large computer monitor manufacturer. Although the customer enjoyed our service performance, it had a problem accessing our nondetailed inventory and tracking systems, and eventually chose another provider for that reason.

“Subsequently, Samsung, one of the world’s leading makers of electronic products, agreed to become the largest customer in Frontier’s history – but only upon the condition that Frontier change its systems to meet Samsung requirements for transparent, accessible information,” Woo remarks. And that’s when Frontier turned to the mySAP™ All-in-One solution. Delivered by SAP partners, mySAP All-in-One solutions are specifically designed to fit the needs of small and midsize companies.

After more than two decades in business, Frontier Logistics Services, headquartered in Compton, Calif., has established itself as an industry leader in the global fulfillment and distribution of high-technology products. It offers a world-class package of front- and back-end logistics services that position Frontier as an integral part of the high-tech manufacturing supply chain. The company employs 125 people, with branch offices in the United States (Chicago, New Jersey, and New York). Three Frontier 450,000-square-foot warehouses serve greater Los Angeles and its ports, and another 50,000-square-foot warehouse and distribution facility serves greater New York.

### **MEETING SOME OF THE HIGHEST LOGISTICS STANDARDS IN THE WORLD**

As a third-party logistics (3PL) provider, Frontier had to meet Samsung's performance standards, which are among the highest in the industry. For example, in addition to requiring near-100% accuracy for inventory control, all orders must be shipped within 48 hours. In fact, Samsung (which is also a user of SAP® logistics solutions) requires its logistics providers to have an inventory and tracking system capable of digitally capturing inbound and outbound inventory unit serial numbers; to ensure smooth logistics processes and rapid turnaround of Samsung's products, handheld inventory scanners – which support “first-in, first-out” (FIFO) reporting – are a must.

To meet these requirements, Frontier had to replace its old solution, consisting of three separate systems. “We talked to a number of solution providers, but then decided to ask our prospective customers what solution they were running,” says Brian Chung, Frontier president and CEO. “Although SAP was the consistent answer, we wondered about the expense. But when SAP partner Global Enterprise Management Solutions (GEMS) showed us that an SAP solution for small to midsize businesses could be implemented within our budget, we were sold. SAP gave us a definite competitive advantage.”

### **EXCEEDING ALL EXPECTATIONS WITH mySAP All-in-One**

The warehouse management capabilities of mySAP All-in-One enabled Frontier to not only meet – but also exceed – Samsung's requirements. Frontier no longer has to deal with manually intensive inventory management systems; it now has a single system that supports digital scanning technology.

This allows Frontier to provide Samsung with the rich reporting and auditing detail it requires.

In spite of the fact that the implementation took a few weeks longer than usual, due to Frontier's heavy requirements, the solution successfully went live after 90 days. Woo adds: “The data conversion went so smoothly that it shocked me.”

Frontier anticipated achievements in inventory and shipping accuracy of up to 99.99%.

### **MORE COMPETITIVE THAN EVER**

Frontier then began implementing a global tracking system (GTS). “Right away, we began to see benefits,” says Daniel Park, Frontier's general manager.

Frontier made the right choice with mySAP All-in-One; with increased efficiency, lower prices, and best of all, Samsung as a loyal customer, the company can maintain its status as a front-runner in the industry.