

CASE STUDY

BRINKS HOME™

Smart Home Security and Technology

Microsoft Dynamics 365 Business Central

www.brinkshome.com

ShipHawk TMS (Advanced Shipping)



BENEFITS & KEY OUTCOMES



Saved \$400,000 in shipping costs in the first 8 months



Microsoft Dynamics BC integration with ShipHawk enabled a seamless transition with no disruption to fulfillment



Reduced fulfillment time per order by 20-30 seconds



Enhanced package-level data visibility available in BC supports cost recovery, inventory accuracy, and troubleshooting

OVERVIEW

Brinks Home is one of the largest smart home security companies in North America. Headquartered in the Dallas-Fort Worth area, Brinks Home provides best-in-class protection to over 1 million people through smart home security solutions backed by expertly trained professionals and an award-winning Alarm Response Center. The company has one of North America's

largest networks of independent authorized dealers and agents—providing products and support to customers in the U.S. and Puerto Rico—as well as professionally installed products and 24/7 monitoring. It operates fulfillment centers in Texas and Kansas, shipping up to 900 shipments per day during peak season.

CHALLENGE

Moving to a new Enterprise Resource Planning (ERP) solution is a complex undertaking, and for Brinks Home, with an average of 500 shipments per day and up to 900 during peak season, any disruption to warehouse operations was simply not an option.

As Brinks prepared to move from its previous ERP to Microsoft Dynamics 365 Business Central (BC), maintaining fulfillment continuity was its top priority. The team also saw the ERP transition project as an opportunity

to strengthen its shipping capabilities. The company's previous shipping platform did not support USPS, limiting carrier flexibility and increasing costs. Managing hazardous material shipping requirements was also a manual process, creating compliance risks and operational overhead that the team was eager to eliminate.

SOLUTION

Brinks Home found exactly what they were looking for in ShipHawk [Advanced Shipping](#) and its integrated BC connector. Rather than waiting for the ERP cutover, Brinks Home implemented and standardized their fulfillment operations on ShipHawk ahead of the ERP change, ensuring operational consistency throughout the transition. Since ShipHawk could operate across both ERP systems, the fulfillment team's day-to-day experience remained unchanged throughout the transition.

"The fact that ShipHawk could support operating in two ERP systems at the same time was important," said Elaine Cordero, Senior Inventory Manager. "The ShipHawk user experience was consistent, especially for my fulfillment users. It made their transition to Microsoft Dynamics BC probably the smoothest of any group."

Today, ShipHawk handles all of Brinks Home's fulfillment across both warehouse locations, and the results are measurable. "ShipHawk has cut down order fulfillment time by 20 to 30 seconds per order," said Warehouse Manager Andrew Schrader. That translates to at least 14 hours saved a week on average, and up to 37.5 hours per week during peak season. The system is also easy to onboard new staff to: team members typically reach full productivity in order processing within three days.

ShipHawk also improved inventory accuracy by enabling scan-based workflows. By implementing scan IDs and UPC-level identification, Brinks Home strengthened pick validation and increased productivity.

The solution's EasyPost integration expanded carrier access, and the ability to manage multiple carriers within a single solution contributed to approximately \$400,000 in projected shipping cost savings in the first eight months. The team also used shipping rules to automate the management of hazardous materials and to remain compliant with a special USPS exemption.

ShipHawk's BC integration delivered additional benefits beyond the transition itself. In BC, Brinks Home can now access detailed package-level data directly from ShipHawk TMS records, including package dimensions, item weights, and which items are in each package, all information that wasn't accessible in their previous ERP setup. The supply chain data team now uses the TMS shipment data as the primary source for shipping cost reporting, eliminating the need to pull from multiple systems.

Throughout the project, the ShipHawk implementation team was a consistent resource. "Our implementation manager made it really easy," said Cordero. "She was really available to help answer our questions or jump on a session."

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Andrew Schrader

Warehouse Manager at Brinks Home