

"ShipHawk empowered us to increase our operational efficiency by more than 100% and is reducing our average shipment cost by more than 13%!"



KYLE MUENCH, VP Operations for Ergomotion

BY THE NUMBERS

Efficiency
Improvement of
over 100%
processing orders
2-3x
faster than
pre-ShipHawk

Eliminated
manual entry for
international
shipments

13%
average shipment
cost reduction

No limit
to the number of
service providers
they can now add
with no technical
overhead



The benefits of finding the right shipping partner for every package:

How Ergomotion is increasing their efficiency by more than 100% while reducing their average cost per order.

The Challenge

Ergomotion was single sourcing their parcel shipping service with UPS. To support their operation, they took advantage of UPS' powerful on-premise solution, UPS Worldship, to process orders as they were created and synchronized from their ERP.

While this enabled Ergomotion to grow and scale their parcel operation, it also limited their productivity and ability to drive down costs. They were limited to only using UPS, regardless of how their customer concentration and order processing need changed over time. Ergomotion sought out a platform to reduce costs, increase efficiency and offer the flexibility they needed to support a growing, thriving operation.

"At Ergomotion, our customers are our top priority. While UPS has been a great provider for us and continues to be, we really needed the flexibility to work with carriers and services that both drive our costs down and fulfill our customers' needs."

NIKUNJ PATEL, Customer Service Manager for Ergomotion

The Solution

Enter ShipHawk. ShipHawk offered Ergomotion powerful shipping automation and order fulfillment software that gave them the ability to leverage their long standing relationship with UPS while also bringing other national and regional carriers into the mix without increasing operational overhead.

"ShipHawk automatically selects the right carrier and service for every order - so we're always processing orders with the right service at the best price available."

KYLE MUENCH, VP Operations for Ergomotion

Ergomotion was able to replace their UPS Worldship system, integrate with their ERP to synchronize orders and let ShipHawk do the heavy lifting when it comes to selecting the right service for each order.

"ShipHawk has given us a new level of visibility throughout our fulfillment operation. We're excited to see how we can use this data to drive even more efficiency and cost saving for our business."

KYLE MUENCH, VP Operations for Ergomotion

Want to see more?

Check out Ergomotion's video testimonial [here](#).

About Ergomotion

Since its launch in 2005, Santa Barbara based, Ergomotion has relentlessly built a culture of innovation, superior product design and industry-best service to push every boundary of functionally beautiful living spaces. Today, Ergomotion sells adjustable foundations for top-selling brands like Serta, Beautyrest, Tempurpedic and more, world-wide.

About ShipHawk

ShipHawk is a shipping automation and intelligence platform that helps businesses save money, increase operational efficiencies, and gain data-driven insights throughout their fulfillment process.