



Helping a Performance Packaging Company Find the Right Team

The Right TMS and Programmers Drive a High-Performance Technology Solution

CHALLENGE

Questar, a leading provider of UN certified Performance Oriented Packaging for the waste industry, needed to upgrade technology to improve the performance of its shipping program. With limited staff and no in-house ERP programmers, their desire to integrate Epicor's Prophet 21 ERP system with KDL's TMS required a partner who could supplement their team and deliver.

KDL Approach

KDL worked with Questar's team to maximize the benefits of integrating KDL Connects APIs, but for this project the critical need was finding a 3rd party technology partner to complete the team. KDL implemented our proven process for identifying options and selecting a provider. Questar was presented 2 options, selecting Mind Harbor, an independent systems provider specializing in high end, high quality custom programming.

RESULTS

Questar's customer service team can now make carrier decisions and provide freight quotes directly from the order in Prophet 21. Orders ready to ship are sent to the TMS as a draft for shipping to complete and shipped data from the TMS is written back to Prophet 21 expediting billing to customers. The end-to-end cycle is now shorter and more accurate.

People Drive Logistics

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This project was a great success. We were very impressed by the KDL Team, their knowledge and timely responses. They kept integration approach, method, and processes simple resulting in a seamless integration.

— Heather Larson, Director of Business Operations, Mind Harbor



Not only was KDL able to source this partner for our project, but they were also able to work seamlessly alongside them to build out a custom solution that fit onto Questar's ERP system to exchange data with their TMS

— Brenden Sutara, Purchasing Manager, Questar USA