

Customer Success Story

VOLVO PARTS

Volvo Parts Ghent offers worldwide distribution services for truck and bus parts, and supply of Volvo Penta and Volvo Construction Equipment heavy range excavator spares.

In addition Volvo Parts also takes care of urgent spare parts delivery for the French automotive company Renault, who joined the Volvo Group in 2001. In order to ensure quick and efficient parts availability at the customer's, the organisation can rely on an extensive network of both regional and support warehouses.

Business Need

Volvo Parts' decision to implement an electronic customs clearance solution was mainly driven by the need to:

- Gain compliance with respect to EU requirements for electronic customs document processing
- Obtain greater efficiency and increase speed of all customs declaration and clearance processes
- Improve performance by reducing manual input
- Clear overview of costs through an on demand business model (predictable cost based on usage)
- On a long term, Volvo Parts aims to use only one single application for multiple EU countries

Integrated Solution for Electronic Customs

Volvo Parts selected Descartes' Porthus.net Customs to manage their export declarations on a European scale. Descartes' Porthus.net Customs is a complete and integrated solution, which enables them to manage their customs declaration and clearance processes in an efficient, electronic way. On top of that, every declaration is securely stored and made accessible for Volvo from anywhere in the world, through to the Descartes Porthus Electronic Archiving Module.

Descartes Porthus.net Customs integrates Volvo's back-end system with the required software to manage electronic customs declarations. All transactions and communication will pass the Descartes Porthus.net central platform before reaching the relevant customs authorities. Once customs-cleared, the approval message is sent back to the company via the Descartes Porthus.net central platform.

Volvo Parts is now able to manage compliance in a multi-country environment with one single solution.

Why Porthus.net Customs?

Descartes Porthus.net Customs clearly distinguished itself from competitive solutions.

Key criteria why Volvo chose Descartes Porthus.net Customs:

- A Customs solution offering permanent compliance
- Seamless integration with Volvo's ERP system
- End-to-end monitoring of the full declaration process
- Electronic Archive of all declarations
- Reduction of operational costs

Descartes Services

Apart from the software application Descartes Porthus.net Customs, Descartes provides excellent services. The solution chosen by Volvo Parts is hosted and kept up-to-date at Descartes' data center.

Products & Services Used

Descartes products and services that were used in this case study:

Descartes Global Trade Management Suite Professional Services

The solution was implemented by Descartes' Professional Services team and project implementation was coordinated by a designated Project Manager. All Descartes experts use a proven methodology to ensure complete satisfaction with service contracts.

Application

Descartes Porthus.net Customs - Enterprise Framework - Export Module

Descartes On demand Platform - Electronic Archiving

Managed Services

The solution for Volvo Parts is hosted and managed at the Descartes data center. With this value-added managed service Descartes monitors, maintains and manages sophisticated and fast-evolving software applications for Volvo Parts. Volvo also calls on Descartes' Helpdesk services in case of support issues.

Summary

Challenge:

- Electronic compliance solution that meets EU requirements
- Integration with the Volvo ERP environment

Keys to Success:

- Long term vision
- Efficient compliance management
- User friendly application
- Monitoring of the entire declaration process

Benefits:

- Immediate and permanent compliance
- Scalable solution (volumes and possible geographical expansion)
- Electronic archive of all declarations
- Increased business continuity