



Patterson-Kelley
Harsco



"Pacejet helped us streamline shipping processes to reduce time and automate manual tasks, while introducing flexibility that allows Patterson-Kelley to be more market led and customer-driven."

– Lillian Lasher
Director of
Information Technology
Patterson-Kelley

About Patterson-Kelley

Patterson-Kelley, with offices in East Stroudsburg, PA, manufactures boilers, water heaters, blenders, and other equipment supporting heat transfer and powder processing for industrial and commercial applications. Patterson-Kelley's mission is to work closely with customers to provide engineered solutions that ensure their success. Patterson-Kelley is a division of Harsco Corporation, a leading provider of industrial services and products worldwide.

Challenge/Opportunity

Patterson-Kelley places a strong emphasis on efficient and integrated internal systems that will fully support and synchronize the manufacturing and shipping of large equipment such as boilers, heavy products such as cement tank liners, and a range of small parts and components. Patterson-Kelley previously used a shipping software package that did not integrate completely with the company's manufacturing ERP system. As a result, staff had to manage multiple manual steps to process partial load (LTL) and parcel shipments and to produce shipping and export paperwork. Patterson-Kelley staff found this to be too time consuming, unreliable, and inflexible for their operational requirements.

To improve the shipping process in terms of speed, efficiency, and accuracy, Patterson-Kelley sought a technology provider with a robust solution that could automate those manual steps in the process and provide the needed functionality to support the different types of LTL and parcel shipping, seamless integration with the existing ERP system, and adaptable paperwork and export functionality.

Solution

Patterson-Kelley implemented the Pacejet transportation management solution, which enabled the shipping team to reduce the time it takes to process shipments, automate paperwork tasks, and eliminate redundant data entry. Shipping processes that were previously managed using a set of disconnected tools and manual steps were replaced with a single, comprehensive process for shipping.

Results

In addition to improvements from the software product, Lillian Lasher, Director of Information Technology at Patterson-Kelley, has been very pleased with the support and expert assistance from the Pacejet team. "Pacejet spent time learning our business and understanding what we needed to accomplish," says Lasher. "Their understanding of how to deploy logistics and shipping as part of an integrated systems infrastructure helped us streamline processes while introducing more flexibility to respond to customer demands."

