

“ I knew MetaPack was the product for us when I saw it was fully integrated with all the major players in the carrier industry. It has saved us a huge amount of time and we're able to monitor all our deliveries and costings through one system ”

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With over 20 years trading experience, Invent Solutions registered as a limited company in 2007. They operate two websites; Stockcloseout.co.uk and Race-world.com. Stockcloseout.co.uk is one of the largest specialist stock clearance companies in Europe, and offers a large and diverse range of consumer products. Race-world.com specialises in motocross equipment and accessories, recently re-launching the site to incorporate mail order deliveries, it's the first port of call for any motocross aficionado.

The Challenge

Invent Solutions were selling their goods through a multi channel strategy; their own websites and eBay stores. Despatch was organised through a web based carrier management system, using a file import. With the team at Invent Solutions being technically proficient, a 'master' database using Microsoft Access was created, incorporating three databases into one file. This file was then imported into the carrier's despatch management system to create the deliveries. The process in itself was not especially manual nor time consuming as, Invent Solutions had written a program that integrated their web front end with the despatch manager. The issue they had was when they looked at taking more carriers on board; they would have to replicate the program for each carrier. With volumes growing steadily they didn't have the time or resources available.

The Solution

Introduced through ChannelAdvisor an ecommerce platform provider, Invent Solutions was taken through a MetaPack Delivery Manager Software demonstration and immediately saw the advantages and how it would benefit their operation. Invent Solutions are now fully integrated with ChannelAdvisor for their eBay and Amazon stores, and successfully run four stores and two web sites through the one interface. With MetaPack already integrated with all the major carriers in the UK, it offered Invent Solutions the flexibility to easily set up accounts with other carriers, without having to create integration files or invest capital in equipment for each of them. Operating a multi carrier solution through MetaPack allows Invent Solutions to monitor all their despatches, irrelevant of carrier through, one easy to use interface. This provides them with full visibility and easy to search facilities allowing them to respond to their customers in a timely manner. By using the report functionality, they are able to validate their carrier invoices and ensure all costs are monitored and correct. All of these additional functionalities have saved time throughout their operation, and Invent Solutions are able to manage their carriers and services dependant on the needs of their business.

 RACE-WORLD.COM STOCKCLOSEOUT.CO.UK