

Precision. Extensive Testing. Flawless Shipping.

Schlüter-Systems Enhances Logistics with ISS

Schlüter-Systems KG, a global leader in tile and natural stone installation solutions based in Iserlohn, Germany, is streamlining its shipping processes with the International Shipping System (ISS) from EPG (Ehrhardt Partner Group). This multi-carrier management solution processes approximately 800 orders daily, ensuring scalable and cost-efficient shipping operations within the company's 21,000-square-meter logistics center. After a thorough testing phase, the launch of the shipping management system marks another significant milestone in Schlüter-Systems' international logistics strategy—building on the successful implementation of the LFS Warehouse Management System.

Underfloor heating systems, edge protection profiles, and shower drains – with a portfolio of more than 12,000 products, Schlüter-Systems supplies professional tile installers worldwide. This places high demands on the company for a highly adaptable and scalable shipping process. In the search for a suitable solution, the focus was on features that would make the shipping process more efficient and flexible. A comprehensive list of requirements guided a detailed analysis of the entire shipping process. Key functions of the new multi-carrier software should include package and label creation independent of orders, the provision of recipient data for more precise deliveries, and effective error handling during packaging. To avoid misunderstandings when transmitting information to shipping service providers, the system should also integrate the translation of packaging terms between the company's package names and the carriers' terminology. Additionally, tracking for FTL (Full-Truck-Load), LTL (Less-Than-Truckload), and smaller parcel shipments should ensure a comprehensive overview of the entire shipping process.

Tailored Solutions for Products with Profile

After carefully evaluating various systems and providers and conducting a comprehensive testing process, the company chose EPG's multi-carrier shipping software. The cloud-based solution stands out with numerous functionalities, such as fully automated printing of shipping and return labels.

"The decision for ISS was the result of extensive testing and numerous productive meetings with EPG," explains Sascha Kliem, Key User Logistics at Schlüter-Systems. "The overall package impressed us with its flexibility and performance. The solution is a perfect fit for our complex requirements and enables us to precisely manage our shipping processes."

A Look into the Future: Global Expansion and Additional Features

Schlüter-Systems plans to further expand the functionalities of its cloud-based multi-carrier solution—particularly for manual shipments without ERP entry, where the company aims to leverage the extensive capabilities of the shipping solution. Future developments, aligned with the industry leader's strong commitment to sustainable business practices, will also include the introduction of Paperless Trade. Additionally, the integration of further EPG products, including the already implemented LFS, will continue at international locations.

"We look forward to utilizing the full functionality of ISS and further scaling our systems," says Torsten Vohmann-Dannert, IT Project Manager at Schlüter-Systems. "The flexibility and comprehensive capabilities of the software allow us to further standardize and streamline our shipping processes—perfect for the upcoming rollout in France."

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EPG – Smarter Connected Logistics

EPG is a leading international provider of a comprehensive supply chain execution suite (EPG ONE™) and employs 950 people in 23 locations across the globe. The group of companies offers its more than 1,600 customers WMS, WCS, WFM, TMS and voice solutions for optimizing logistics processes – from manual to fully automated logistics environments. EPG's solutions cover the entire supply chain: from warehouse and road to ground and cargo handling solutions at airports. Logistics consulting, cloud services, managed services and logistics training in the company's own academy round off EPG's comprehensive range of solutions.

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