Elgen Manufacturing realizes ease-of-use and true carrier comparison shopping through FreightPOP's TMS

As the contract logistics and distribution leader for a successful HVAC contractor manufacturing company in New Jersey, Christian Mannino knows his fair share about the TMS features needed to run the business. Prior to working with FreightPOP, Mannino and the other staff at Elgen Manufacturing faced uphill struggles with their transportation management software, which provided a rudimentary solution, at best.

Mannino and the team knew it was time for a change, and they found their ideal TMS with FreightPOP.

PROBLEM
INABILITY TO CUSTOMIZE PREVENTED CARRIER COMPARISONS

One of the biggest issues with Elgen Manufacturing's previous TMS was a clunky, limiting user experience. This included the inability to easily use the software, particularly when it came to adding or removing carrier partners.

This frustrating platform and its lackluster customization capabilities made it difficult for Mannino and the Elgen team to view and compare carriers, transit times and rates. This meant that Elgen was potentially leaving money on the table due to their TMS's inability to effectively add carriers. The manufacturer was also missing out on forging relationships with new carriers, simply because their TMS made it so difficult to add these carriers to the platform.

"As a user, I didn't have the ability to make simple adjustments—any and all setting and carrier changes required reaching out to the software company to perform the updates," Mannino noted. "**The system simply wasn't flexible**, and couldn't perform the functions that a TMS should be able to, right out of the box."

SOLUTION

FreightPOP, AND ITS INDUSTRY-LEADING FLEXIBILITY

In order to resolve these pain points, Mannino and Elgen staff set out to find a new solution that would provide the key capabilities they needed, including:

- **Streamlined user interface, with the ability to granularly control carrier partners (add, remove or update carrier information).**

- **Support for all types of shipping (TL, LTL, parcel and intermodal).**

- **Robust reporting capabilities.**

- **Flexibility to add new features and functionality.**

- **Responsive customer service, in case of any troubleshooting needs.**

Mannino and Elgen decision-makers found the TMS that aligned with all of these needs and more with FreightPOP.

RESULTS

A TAILORED TMS THAT MEETS ELGEN'S REQUIREMENTS

A defining feature of FreightPOP's TMS is its support for users like Mannino, including the ability to add, remove or adjust as many carrier partners as the Elgen team wants. In this way, Mannino and other Elgen users can easily compare the rates and shipping times of any and all carrier partners within a single, streamlined window.

"Some TMSes charge by carrier set up, but FreightPOP allowed us to add as many carriers as we want, without adding to our monthly cost," Mannino said. "We can try out new carriers and spot quote across multiple carriers to ensure we are getting the best rates. **FreightPOP doesn't nickel and dime users for change requests or customizations –the FreightPOP team can easily and quickly adapt the software to support us.**"

Reach out to us today to find out more about the difference FreightPOP was able to make for Elgen Manufacturing. And to read more about the advantages our TMS can provide, check out our case study with online retailer NewEgg.

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