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EXECUTIVE SUMMARY

The Ramp People move to multi-carrier delivery platform with Scurri.

Philip Shaw, the founder of The Ramp People found a market niche, developing a diverse range of quality ramps. The company required an agile multi-carrier shipping platform that could automate the shipping process for their wide range of various products. After careful evaluation of shipping APIs that could easily integrate with existing ERP software, they soon chose Scurri.

In just 9 years The Ramp People became a worldwide known ramp expert, with sales growth from a few hundred thousand pounds in 2006 to £2.5 million eight years later. Currently, the company ships over 150 consignments per day throughout the UK and Europe.

The company developed a diverse range of products, from small wheelchair ramps, motorcycle or van ramp, all the way to the industrial grade ramps that can handle a 25tonne digger. The shipping became tricky as they scaled their customer base across the UK and Europe. The main challenge for The Ramp People to overcome was the hugely diverse range of carriers needed for their various products, which varied in terms of weights and dimensions, from one country to another, from a residence to a hospital or to a loading dock of one of their wholesale clients.

Moreover, the company was using separate cloud-based systems that managed customers' orders, deliveries, inventory and finances. However, the rapid growth in sales, the order processing and customer management became a tedious and time-consuming process. The company had to find a new solution that enabled effective order management from the point of purchase to the hassle-free and cost effective, speedy delivery.

Key challenges:

- Managing shipments to multiple carriers
- The use of disparate platforms leading to duplicate entries and errors

The Ramp People

In 2006, Philip Shaw decided to follow his entrepreneurial dream of launching his company, The Ramp People, from a spare bedroom with one phone, a computer and a fax machine. He since scaled to become one of the world's top ramp suppliers, with a multi-million pound turnover per year, selling a diverse range of products and shipping over 150 consignments a day throughout the UK and Europe.

http://www.theramppeople.co.uk

THE RAMP PEOPLE

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Scurri's Multi-Channel Delivery Management Solution

The Solution:

- Simple to integrate, to deploy and to use
- Scalable - choice of national and international carriers
- Agile - efficient shipping rules
- Automation - time & cost savings
- End to end solution
- Increased customer satisfaction

Philip required a system that would grow with the business. The ideal software needed to be scalable but also simple to integrate, to deploy and to use. His decision was made after he booked a free demo, finding Scurri on the Brightpearl's app store. Philip chose Scurri because he felt that it was the most agile solution available on the market.

Scurri's integration with his current ERP software, Brightpearl, meant that deployment was efficient. The simplicity of integration into existing workflows minimised disruption and increased productivity.

Scurri's shipping rules allowed The Ramp People to automatically select the best carrier for each consignment. The improved delivery process subsequently led to significant decrease in bad reviews on various online platforms such as Trustpilot, eBay and Amazon.

Philip found Scurri's shipping solution straightforward and user friendly, with all of his staff being able to use it. End-to-end automated shipping process, from website to carrier, effectively means that The Ramp People' staff spend less time processing orders (hours and hours per day!).

Results, Return on Investment and Future Plans

The Ramp People's dedication to their customers and their innovation within their own line of ramps have lead to a constant growth in sales figures over the past two years. Philip doesn't believe that this would have been possible without Scurri's multi-carrier shipping platform.

Scurri has enabled The Ramp People to deliver the promise to their clients, using a diverse range of carriers for their vast catalogue of products, which has led to increased customer satisfaction. The systems' smooth integration into his preferred ERP software has allowed Philip to distance himself from the day-to-day operations and focus on improving his offering.

Are you looking for a multi-carrier delivery management platform?

Request a demo of Scurri's delivery management platform at www.scurri.co.uk or call us on (020)36033123