



Building a High-Value Strategic Supply Chain Partnership in Tech:

\$2B+ Spend Managed with Exceptional ROI

CASE STUDY

Executive Summary

Supply chain efficiency can make or break a company's success. But many of the world's leading technology manufacturers face a critical challenge: global logistics operations are highly decentralized, making it nearly impossible to gain the visibility needed for strategic decision-making.

Through a transformative partnership with Trax, one of the world's foremost enterprise technology manufacturers now processes over \$2 billion in freight spend annually through a highly governed, compliant system—yielding substantial returns. **For every million dollars processed through the platform, the company realizes approximately \$101,000 in savings—a 10.01% savings rate that dramatically outperforms industry standards.**



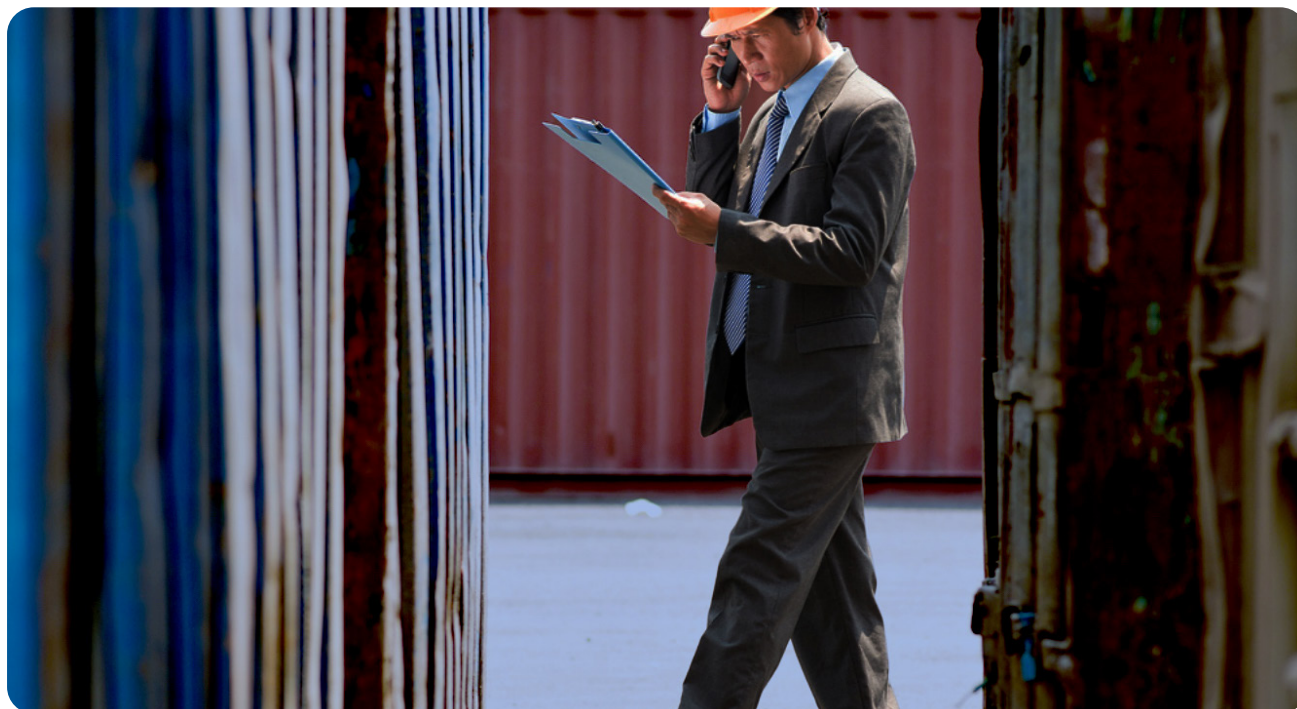
The Challenge: Complex Global Operations Requiring Rigorous Governance

Before partnering with Trax, the company's supply chain teams were drowning in spreadsheets. Their previous freight audit provider could only offer basic data points about rejected invoices, leaving supply chain leaders to make crucial decisions based largely on instinct rather than insights.

The impact of this fragmented approach was felt across the organization:

- Supply chain analysts, who should have focused on strategic initiatives, spent countless hours compiling and reconciling data from disparate sources
- The lack of standardized data across regions made it impossible to conduct effective RFPs or optimize carrier relationships
- Without a rigorous compliance framework, the company couldn't maintain the level of governance they required for their global freight spend

The company needed a partner who could handle immense scale and complexity without compromising on thoroughness—processing billions in spend while maintaining a detailed audit trail for every single charge on every single shipment on every invoice.



The Solution: Balancing Rigorous Compliance with Exceptional Efficiency

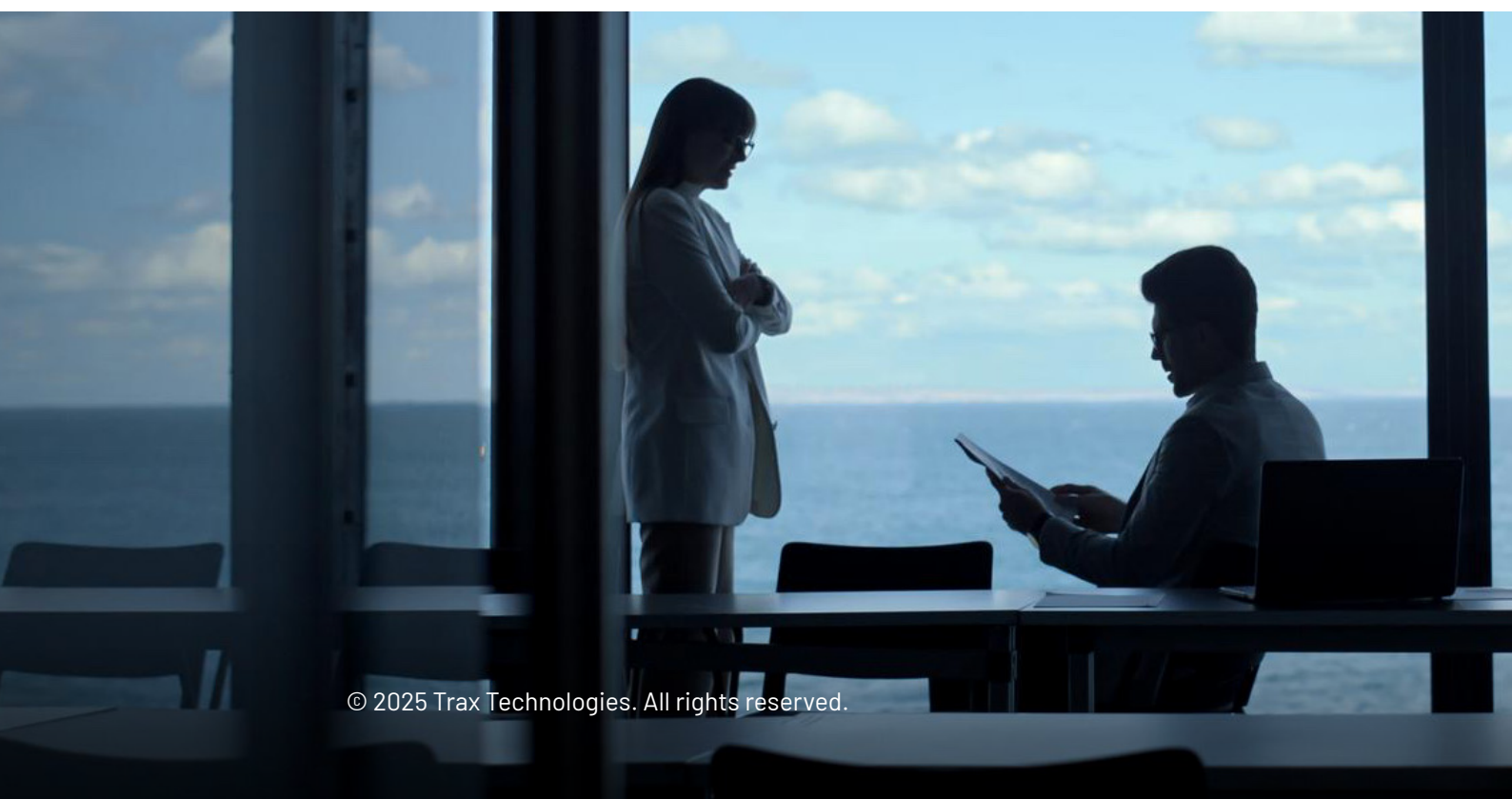
Trax's approach went far beyond traditional freight audit and payment services. The solution began with a fundamental reinvention of how the company handled logistics data across a complex global footprint:

Highly Governed Freight Audit & Payment Process

At the core of the partnership is an exceptionally rigorous compliance and governance framework for invoice processing:

- Every shipment, every charge on every shipment, and every shipment on every invoice is thoroughly audited
- The system maintains complete transparency, with a full, verifiable audit trail accessible to both parties
- Despite this thoroughness, the process maintains high throughput performance—a rare balance that most providers can't achieve
- The system intelligently focuses human intervention only where needed, using automation to handle routine operations

This balance of meticulous governance with operational efficiency is what enables the company to manage over \$2 billion in freight spend without compromising on accuracy or compliance.



Unified Global Data Platform

Alongside rigorous compliance, the partnership delivers exceptional data management capabilities:

- The platform consolidates carrier spend from various global sources into a single repository
- Data integration systems transform fragmented information into actionable intelligence
- The platform normalizes data across multiple dimensions: measurement units (pounds, kilograms, square footage), currencies (operating across 24 different currencies), languages (supporting 14 languages), and regional requirements (spanning 147 destination countries)
- Beyond simple normalization, Trax extends the data with company-specific business context and categorization
- This creates not just standardized data but a dynamic, accessible source of truth with specific business meaning

The company can now run comprehensive reports across billions in spend in minutes, with 100% accuracy—something that would have been impossible before.

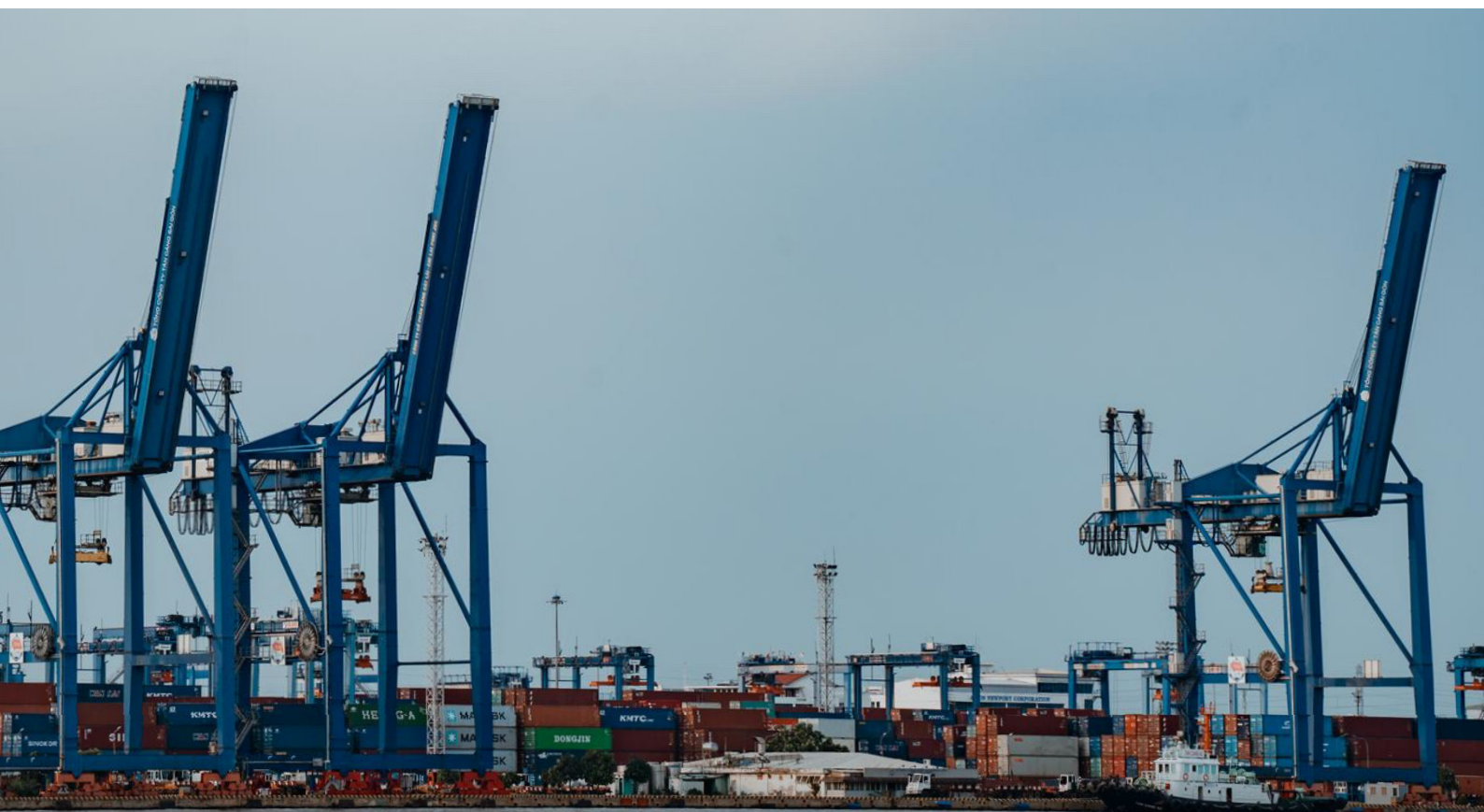


Data Integration and Contextualization

What truly sets this partnership apart is how Trax handles data integration and contextualization:

- Trax serves as a data consolidator, harmonizer, and extender
- The system delivers data feeds directly into the company's data lake platforms
- All rate data is shared in a digitally converted format back into the company's rate platform
- Spend data flows automatically into their data lake through automated feeds
- The company can combine this with their proprietary data sources for enhanced analytics
- Most importantly, Trax extends the data with company-specific business context, using rule-based configuration to categorize shipments by segment, business unit, and other critical dimensions

This means data arrives already contextualized with the company's specific business requirements, enabling more meaningful analysis and decision-making.



Proof in Numbers: From Data Investment to Nine-Figure Returns

The partnership's success is reflected in exceptional business outcomes:

- ✓ **Processing over \$2 billion in annual freight spend**
- ✓ **Delivering approximately 10.01% in savings on processed spend**
- ✓ **Achieving the rare balance of high compliance standards with exceptional operational efficiency**
- ✓ **Enabling rapid access to consolidated global spend data that was previously impossible to obtain**



Managing Global Complexity

The scale and complexity of this partnership cannot be overstated:



**Operations across
147 destination countries**



**Support for 24
different currencies**



**Systems operating
in 14 languages**



**Handling all modes of
transport, both inbound
and outbound**



**Managing complex APAC
regulatory requirements
on tax allocation**



**Ensuring precise invoice
verification and matching**



**Customized solutions for
region-specific regulations
and requirements**

Each region presents unique challenges, from differing regulatory requirements to varied business practices. Trax's platform provides the flexibility to address these regional nuances while maintaining global standardization.

From Vendor to Visionary: Redefining Supply Chain Collaboration

What started as a freight audit engagement has blossomed into a paradigm-shifting alliance that's fundamentally reshaping how global supply chains operate:

- Joint governance and established processes ensure alignment with business goals
- Regular alignment meetings connect directly to specific business objectives and supply chain initiatives
- Complete transparency builds trust and enables collaborative problem-solving
- New AI capabilities promise to further enhance exception handling and trend prediction

Through this partnership, the company has transformed its supply chain from a necessary cost center into a strategic advantage that delivers exceptional value to the business.



About Trax Technologies

Trax Technologies is the global, digital leader in freight audit and supply chain technology solutions. Our cloud-based platform empowers companies with complex global supply chains gain greater control and visibility of their transportation spend.

Our enterprise-grade solutions have helped global leaders transform supply chain data into a competitive advantage for over 25 years, managing \$22 billion in freight spend annually.



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