

 **Manhattan®**

Welcoming an era of new innovation and modern transportation

Manhattan Active®
Transportation Management



Industry-leading technology for an early adopter

As a believer in the power of innovation, a key Manhattan customer wanted a TMS that would break the cycle of upgrades and testing every time new capabilities were added. Manhattan Active® Transportation Management (TM) was an ideal choice. Manhattan Active solutions are cloud native, built entirely on a modern, microservices architecture. Better yet, the solution is always current, offers full extensibility and access to new innovation every 90 days – without ever having to upgrade.





“No upgrades were a huge benefit. Because we always wanted the latest functionality, we would have a cycle of six months preparing for the upgrade, a few months of using the new system and then start the cycle again. With Manhattan Active Transportation Management, it’s quarterly updates, no downtime, and you get the new functionality a lot faster.”

– Manhattan Customer



Collaboration and implementation

The Manhattan team worked side by side with the customer to ensure that every step of the implementation went according to plan. Meticulous focus was put on every aspect of how the operation was working, as well as potential opportunities for improvement. That meant reviewing every interface and learning the intention behind it.

“This was an opportunity to fix all the duct tape and band-aids we put in. They did the configuration and set up all the extended attributes. They helped load the base data. They did all the training, as well as true, end-to-end testing, including reporting. And they helped replicate so we could go back and validate it. I am extremely grateful for those steps. They made all the difference.”





Extensibility is key

Because Manhattan Active TM offers a “no code, low code, your code” approach, the company was able to tailor the application to its specific needs. For example, they needed to see the address of suppliers, which wasn’t in the base functionality. In just minutes, Manhattan changed the software to do just that.

In another instance, the company wanted to get the system to send an email to a carrier when an invoice was rejected. The team was able to change Manhattan Active TM to send emails that were even personalized and included the their logo on it.

“The fact that I can customize the base product is definitely an advantage.”



“I have never had an issue where anyone on the Manhattan side said they couldn’t solve it. They are always looking for a means to an end. There’s always a solution, there’s no giving up.”





The moment of truth

Before the customer went online with the new TMS, the decision needed to be approved by their corporate office. They went in, presented a recommendation, and got the go-ahead. What happened next was incredibly simple.

“We got on the agenda at 11:30 am. At 11:55 they approved it and by noon we were live. We literally just pushed a button and switched all 10 of our DCs over.”



Faster, more efficient operations

The way this customer's cadence worked, DCs would get thousands of orders, all at once. With the old system, it would take 30 minutes to an hour to organize, sort and route them. Manhattan Active TM is handling those tasks 10 times faster.

“Manhattan Active TM is definitely a 21st-century application. You gain productivity because there are steps that are happening automatically.”





Always adding innovation

This key Manhattan customer is constantly looking for ways to perform with greater adaptability and flexibility. They appreciate that with Manhattan Active™, they receive software updates every 90 days with no testing or downtime, providing faster access to the latest product innovations, such as new features and enhancements.

“There’s a quarterly email announcement that comes out with release notes. I literally drop everything I’m doing to see what’s in there, to see what kind of toys I can start playing with. You get new functionality, faster to market, in a less intrusive way.”



A belief in the process

The customer's project was so successful, that they believe other companies would greatly benefit from the advanced functionality and access to innovation that Manhattan Active Transportation Management provides. The key is to set clear goals from the outset and collaborate with Manhattan to achieve them.

“The first thing I would say is just do it. Begin with the end in mind. Design what you want to accomplish at the start of the project.”



