

How ShipWorks Helped to Optimize Blue Sky Scrubs' Shipping Operations

By Ethan Ames

Blue Sky Scrubs has a mission that's clear as day: to make the highest quality medical scrubs, surgical hats and lab coats available on the market.

Designed to accommodate the fast-paced, motion-intensive work of busy medical professionals, Blue Sky Scrubs is committed to innovation and ethical sourcing in the world of medical attire. The company strives to create durable, fashionable workwear for doctors, nurses and dental professionals. The world has certainly caught on: Blue Sky Scrubs serves clientele both domestic and international.

For a company that serves any and all medical and dental professionals, efficient shipping practices are a must.

Before discovering the expediency and convenience of ShipWorks, Blue Sky Scrubs' shipping operations struggled to meet the global demand for their high-quality products.

The Challenge:

When Blue Sky Scrubs first began, the business shipped around 10 to 20 orders per day, according to Wendy Griffith, Operations Manager. But as the business grew, sales grew steadily, and the company was soon shipping out 50 to 100 orders per day. The company needed a more efficient shipping process, that would enable the company to ship orders in bulk, with ease.

Prior to ShipWorks, Blue Sky Scrubs used two other shipping services that didn't quite fit the bill. Both services were adequate when it came to shipping smaller batches, but as the company increasingly saw larger amounts of orders going out, shipping operations became inefficient.

"We had to print one by one, or we'd have to type things in, which was pretty cumbersome. So, it made it a lot easier switching over to ShipWorks, where we didn't have to do that."

*Wendy Griffith
Operations Manager, Blue Sky Scrubs*

The Solution:

Switching to ShipWorks was an integral factor in solving the unique challenges Blue Sky Scrubs faced in regards to shipping. Griffith claims that ShipWorks' automation features were vital in optimizing their shipping operations.

Griffith said that Blue Sky Scrubs serves specific, customized orders for their clients, and many of those orders shouldn't be printed unless they're to be shipped immediately. Prior to using ShipWorks, Blue Sky Scrubs was forced to manually inventory their outgoing orders. For Griffith, the increased efficiency of their outgoing-order process was both a marvel and an enormous relief. It was abundantly clear to Griffith that there was no going back to the old ways for Blue Sky Scrubs.

“ShipWorks has had a huge impact on our business. Without an easy process, we would really struggle. It makes things flow fast, and it's extremely reliable.”

*Wendy Griffith
Operations Manager*

The Process:

One of ShipWorks' crucial features is automation: Griffith said that ShipWorks connects to their web host and automates customer information. Customer names, addresses, their orders and their chosen shipping services, she noted, were all organized automatically. Rather than spending time and energy manually collecting customer data, ShipWorks' automation has simplified their operations significantly.

Another key way that ShipWorks optimized Blue Sky Scrubs' shipping operations was to connect to all three of their mail carriers: FedEx, UPS and USPS. While FedEx is the primary carrier used by the business, ShipWorks can fulfill the company's occasional need to ship to P.O. boxes, or to ship internationally via the post office.

“The experience with the ShipWorks' automation is fantastic. It's incredibly fast. Everything is automatic, from customer name, address, and what they've ordered, to what shipping service they've paid for. It makes things perfect. It is a flawless system for us where we don't have any concerns when we're shipping things.”

*Wendy Griffith
Operations Manager*

ShipWorks also provided the business with the convenience of comparing shipping costs across all three carriers. This feature, Griffith said, has ultimately cut shipping costs by around \$10,000 per year, particularly for international orders. ShipWorks' automation also helps to prevent shipping errors: Blue Sky Scrubs was previously subject to spending thousands of dollars to resend or redirect items sent to wrong addresses.

The Result:

“ShipWorks has definitely helped our bottom line, as far as helping save money. With international shipments, we save probably about \$10,000 per year, just by being able to see the different options that we have available, what's the fastest shipping, and what's the cheapest shipping option.”

*Wendy Griffith
Operations Manager*

Griffith directly attributes ShipWorks to the optimization of Blue Sky Scrubs' shipping system. Efficiency, she noted, is a huge asset in their business. And because ShipWorks has helped their organization streamline the shipping process, Blue Sky Scrubs is able to print faster, work faster, and can “provide better customer service” to their clients. To Griffith, the convenience of ShipWorks is conducive to increased efficiency and professionalism.

Griffith said she would “highly recommend” ShipWorks to any business that ships multiple orders per day. Thanks to ShipWorks, for Blue Sky Scrubs, the sky is the limit.