

TRANSITIONING FROM YOUR SHIPPING SOFTWARE TO PROSHIP

Making a major change to your enterprise technology stack can be an overwhelming effort. ProShip's expert services team are prepared to help you deliver that change, meet your objectives and accelerate benefits across the business.

Frequently Asked Questions

Once you've made the decision to switch to a new multi-carrier shipping solution, you're going to have questions about the process. We've gathered the most common questions we've received from our new customers to put your mind at ease.

How long will the process take from sales process to go-live?

While it depends on your specific instance, we estimate 8-12 weeks. With full transparency, some timelines may be shorter, some may stretch a bit longer.

Will I be able to change up some of my enterprise technology stack simultaneously?

The beauty of the ProShip product is its flexibility. Whether you're keeping the same tech stack or looking to upgrade additional software, our solution doesn't hold you back.

Will our shipping operation suffer from any downtime during this transition?

A majority of the hard work gets completed in the background, and you're free to run your current system until you're satisfied with making the switchover - no downtime necessary.

Will I have to retrain all of my employees on a new solution?

We understand that training your workforce is a process in itself, so we aim for your users to not notice any new material process changes.

While you may not notice the changeover on the frontlines, you will notice the benefits of making the switch:



Faster shipment processing times



Enhanced documentation



In some cases, improved carrier library

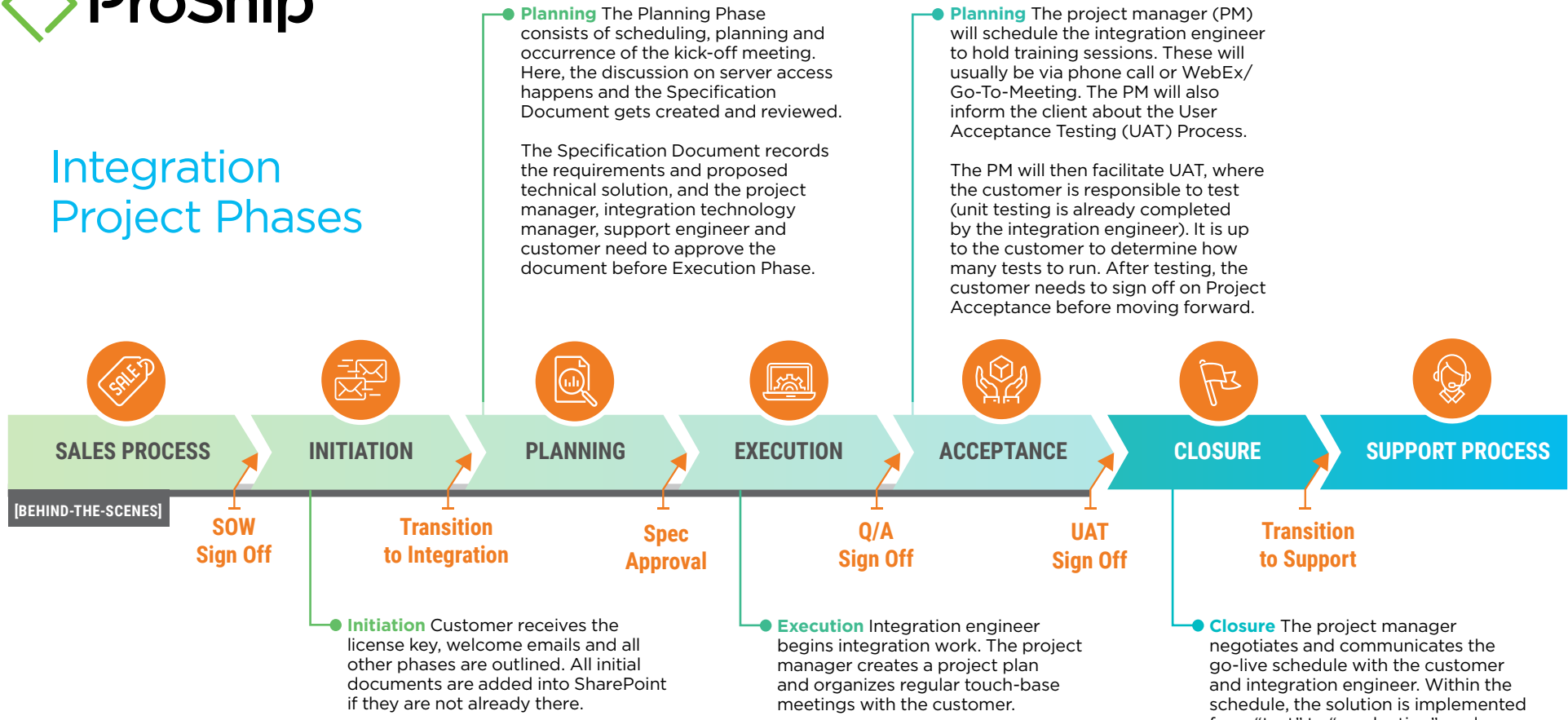


Expert services and support team

“ We went into the traditional RFP process and there were several criteria that we looked at. Can they work with Manhattan? Can they work with our fulfillment solution in the stores? But the decision wasn't just about the checklist, it was also about looking for the people who would be successful and have the heart to get this thing done.”

— Scott Davis, Director of Supply Chain Systems, Maintenance and Process Excellence, Finish Line

Integration Project Phases



“ The only reason we were able to do it so quickly before the holiday, was this concept of there not being a material process change for the in-store team. It’s one thing to have to retrain associates at a single location or even a handful, but when you’re talking about 600 operational teams, you can’t do that before the holiday season and expect to be successful. ”

— Josh Mayer, Program Manager at Summit Advisory Team for Finish Line



Watch how a customer went from program goals to benefits realization in this on-demand webinar!