



## Crossflight Server to Server Integration



**Accent Case Study: Server  
Integration - developing  
bespoke systems**

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## Introduction

Accent Graphics is a design and print company which specialises in developing unique solutions for customers with unusual print requirements. It is vitally important that Accent Graphics works with a delivery partner who offers a personal and premium service to ensure an excellent end-customer experience.

Says Juergen May, Operations Director, Accent Graphics.

***“At Accent we work tirelessly to provide the best service to our customers and the only way we can do this is to identify and partner with the best suppliers, treating them as extension of our business ”***



## The challenge

Re-keying data from their internal order system into a shipping system to create despatch forms was time consuming and had a high risk of human error. In business: time and errors cost money.

To streamline the processing of their shipments the customer wanted their ordering system to be fully integrated into Crossflight's shipping system, myCrossflight.

## The solution: Server integration

Crossflight's shipping webservices provides the ideal solution. Using industry standard interfaces, Crossflight's webservice portfolio is able to create custom integration solutions. Crossflight worked closely with Accent Graphics to create a solution and within two weeks a solution had been developed, tested and implemented.

## The results

The server integration removed re-keying in data and reduced human error. This allowed the team to focus on their core business, ship orders more quickly and provide their customers with an even better service.

What's more, when Crossflight identifies integration enhancements they are then made available to all existing users. This ensures that Crossflight continues to respond to customers' needs.

Says Juergen May, Operations Director, Accent Graphics.

***“Crossflight made the implementation of the myCrossflight integration so easy that initial testing was achieved within the first hour and the speed of creating waybills is now an order of magnitude faster than manually entering the data. Coupled with a 99.8% on-time delivery rate we have the perfect partner in Crossflight to help us continually delight our customers.”***



# About Crossflight

## Developing and evolving high quality solutions since 1987

International Express Courier is at the heart of what we have done since 1987. The business is privately owned and operated and has grown steadily as it has organically built and retained a stable customer base that chooses to partner with Crossflight. Over the years we have developed considerable capabilities in mailing and logistics.

As a result of our close proximity to London Heathrow, Crossflight is able to provide exceptional responsiveness to requirements for international courier services to customers in London and beyond the M25 into the Home Counties. Our Birmingham warehousing facility is an ideally located geographic hub for our UK-wide logistics and fulfilment services.

Crossflight serves a clear market. This is identified as businesses for which other carriers, smaller and larger than Crossflight, have proved to be unsatisfactory providers of carrier services. Crossflight overcomes the chief source of this dissatisfaction by providing a full range of scalable capability wrapped with high levels of personal service.

Our ability to leverage technology also sets us apart from other mid-market carriers. This is not just to benefit our business - we use it to help our customers become more efficient. Our in-house technology team are experts at integrating customer systems with ours, including ERP and e-commerce websites.



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