Hunton & Williams’ Positive Verdict on iShip®

Founded in 1901, Hunton & Williams LLP is an international law firm with offices located throughout the United States, Europe, and Asia. The firm’s clients – located in more than 100 countries on six continents – range from start-up companies to multinational corporations. Hunton & Williams provides experience and advice in virtually every discipline of the law, supporting companies in a wide range of industries, such as biotech, consumer products, energy, financial services, and real estate.

Overview

Hunton & Williams faced challenges with their existing shipping system. Among other things, their vendor discontinued support for the legacy system. Other challenges included:

- Use, maintenance, and support were costly.
- The system required Hunton & Williams to have dedicated servers and IT staff.
- It was time and labor intensive to maintain client matter numbers and assign them to shipments.
- It was difficult to maintain the carrier fuel surcharges that change monthly.
- The system did not provide visibility into their shipping practices and overall spend.
- And finally, the system did not give users a way to see which carriers and services met their particular shipping needs for the lowest cost.

The iShip Enterprise Solution

The iShip Professional Services Group worked with Hunton & Williams to identify their shipping issues and created tailored solutions utilizing iShip technologies. The initial iShip deployment began at the Hunton & Williams’ Richmond, VA office. There was little to do to deploy. iShip is primarily an Application Service Provider (ASP), all the software and databases that manage their shipping are hosted at iShip’s world class data center in Bellevue, WA. The

Solution Overview

Customer Profile
Hunton & Williams LLP was established in 1901 and has become an international law firm with an extensive clientele.

Business Situation
Hunton & Williams needed an inexpensive shipping system that offered easy maintenance of client matter numbers and fuel surcharges. They also needed complete visibility into their shipping practices and costs.

Solution
Hunton & Williams deployed Professional Shipping Station in their mailrooms and Desktop Shipping Station to their occasional users. They have recognized the following significant benefits:

- Mailroom and Accounting personnel spend less time assigning client matter numbers to the correct shipments.
- The firm saves money using iShip’s sophisticated rate and service comparison.
- Management has gained visibility into their departments’ shipping practices and expenditures.
- There are no additional IT costs. iShip is a Maintenance-Free Solution.

Services
Hunton & Williams uses the following iShip services:

- iShip Desktop Shipping Station
- iShip Professional Shipping Station
- iShip Administrator’s Station
Hunton & Williams mailrooms installed Professional Shipping Station (PSS) from the internet and added digital scales, barcode scanners, and thermal label printers. The office users accessed Desktop Shipping Station (DSS) using only a web browser.

Working in concert, DSS and PSS provide the firm with a powerful new tool. DSS gives employees the ability to easily price, pre-process, and track packages, while the mailroom staff uses PSS to weigh the packages, print carrier labels, and ensure compliance with firm standards. Managers gained complete visibility into their shipping practices and expenditures.

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<th>RATES, SERVICES, &amp; DELIVERY TIMES</th>
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**DHL Legacy**
- 12:00 PM USA Overnight: $15.29
- 3:00 PM USA 2nd Day: $16.51

**UPS**
- 8:00 AM Next Day Air Early AM: $74.79
- 10:30 AM Next Day Air: $41.99
- 2ND OF DAY 2nd Day Air: $18.29

**USPS**
- END OF DAY Express Mail: $31.33 *
- END OF DAY Priority Mail: $10.08 *
- END OF DAY Parcel Post: $12.71 *

* The delivery date is not guaranteed. The date shown is an estimate.

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“Since rates are displayed, I see more people being cost conscious.”

Angela Cox Office Services Supervisor Hunton & Williams LLP
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**Results**

Hunton & Williams has utilized the iShip Services for over a year. They continue to roll iShip software out to additional offices throughout the United States. They cite the following wins:
- Hunton & Williams and iShip have integrated a solution where Client Matter numbers are updated nightly and validated by the system each and every time a user ships a package.
- Since users have the ability to compare prices and services on one screen, they have become more cost conscious.
- Shipping Managers have visibility into their shipping with reports and real time data at their fingertips.
- iShip updates the carrier fuel surcharges monthly for all their locations automatically.
- Since iShip is an ASP Model, there is a low cost of ownership. No dedicated IT staff or servers are required.