Heavy Loads, Lighter Systems: Dupre Logistics Overcomes Legacy Challenges with NetSuite

Implemented by Appficiency

> "NetSuite isn't just a QuickBooks upgrade—it's an enterprise-grade solution that can handle the complexities of larger organizations like ours."
>
> Lon Riley,
> Project Manager, Dupre Logistics

Company
Drupe Logistics LLC

Industry
Transportation & Logistics

Applications Replaced
IBM AS/400 (TL2000)

Location
Lafayette, La., USA,

Employees
+1300

NetSuite Modules Deployed
Multi Subsidiary, Multi Currency Management ,CRM, (NSPB)
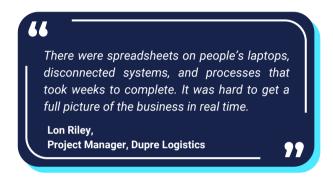
Dupre Logistics Overview

Dupre Logistics, a **leader in transportation and logistics services,** has a rich history spanning over 40 years. Founded by Reggie Dupre, the company **started as a gas delivery business and has since expanded into a comprehensive logistics provider with revenue exceeding $300 million in 2023**. Dupre operates across four key business segments: **brokerage services, delivery services, dedicated services, and maintenance services**, and has nine subsidiaries under the Dupre Investments parent company.

Challenges

Like many rapidly growing companies, Dupre Logistics faced its share of challenges while trying to modernize operations and address inefficiencies in its outdated systems. The key obstacles were:

Bridging the Gap: Overcoming System Fragmentation in the Logistics Industry

> " *There were spreadsheets on people's laptops, disconnected systems, and processes that took weeks to complete. It was hard to get a full picture of the business in real time.*
>
> **Lon Riley,**
> **Project Manager, Dupre Logistics** "

Dupre Logistics relied on the IBM AS/400 platform, which, despite serving the company for decades, **had become over-customized and challenging to maintain**. The platform was nearing the end of its lifecycle, and finding skilled personnel to support it was increasingly difficult.

Additionally, operations were hampered by a **lack of integration between multiple transportation management systems (TMS), a fleet maintenance system, and their core financial system**. This fragmentation required significant manual effort to consolidate data for reporting purposes, delaying financial close processes and reducing overall accuracy.

Manual Processes: The Hidden Cost of Inefficiency

The company faced inefficiencies in financial reporting and decision-making**. Teams were forced to manually merge data from spreadsheets and standalone systems to create reports, resulting in slow decision-making processes and delays in providing critical information to stakeholders.** These inefficiencies not only hindered internal operations but also led to missed deadlines that impacted relationships with third parties, such as vendors and partners. The lack of streamlined processes created bottlenecks that further compounded operational challenges.

Complex Integrations and Customization Needs

Integrating four TMS platforms and a fleet maintenance system into NetSuite posed significant technical challenges, as each system had unique transaction paths, settings, and data behaviors. Seamless integration was critical to ensuring operational efficiency but was inherently complex. Additionally, **Dupre Logistics required essential customizations, such as a custom check design and a tailored payment file for WEX**, to maintain continuity in operations and comply with established processes. These technical demands were vital to ensuring the new ERP system met the company's specific operational and compliance requirements.

Choosing Appficiency, the Implementation Partner for T&L

When Dupre Logistics decided to transition from its IBM AS/400 to NetSuite, **selecting the right implementation partner was critical to ensuring the success of the project**. After evaluating several potential partners, Dupre chose Appficiency for their expertise, tailored solutions, and demonstrated commitment to client success.

★★★★★

"Appficiency stood out from the beginning with their expertise and collaborative approach. Their team brought a level of professionalism and knowledge that gave us confidence throughout the implementation process. They didn't just deliver a solution; they became a trusted partner in our journey to modernization."

Lon Riley,
Project Manager, Dupre Logistics

Industry Expertise and Proven ERP Implementation Track Record

Appficiency's deep understanding of the transportation and logistics industry with a proven history of executing large-scale ERP implementations, made them the ideal partner for Dupre. Their ability to integrate multiple transportation management systems (TMS) and fleet maintenance systems into NetSuite, along with experience transitioning from legacy systems like AS/400, ensured Dupre's unique needs were met with confidence.

Comprehensive and Tailored Integration Solutions

Appficiency stood out with a comprehensive integration approach, avoiding costly third-party solutions and giving Dupre greater control post-implementation. By seamlessly connecting TMS platforms, fleet maintenance systems, and NetSuite, they delivered a unified solution. Custom adaptations, like tailored check designs and WEX payment files, ensured a smooth transition, aligning perfectly with Dupre's unique processes and minimizing disruptions.

Key Achievements

- **Faster Financial Close**

Before implementing NetSuite, Dupre's financial close process was cumbersome and time-consuming, relying on disconnected systems and manual spreadsheets, but with NetSuite's unified platform, they dramatically reduced close time, achieving faster and more accurate reporting.

- **Real-Time Data Visibility**

Before implementing NetSuite, Dupre's leadership struggled with delayed decision-making due to a lack of real-time insights and manual reporting processes, but with NetSuite's real-time access to consolidated data, they were empowered to make timely, informed decisions and seize business opportunities proactively.

- **Seamless Integrations**

By integrating four transportation management systems, a fleet maintenance system, and tools like Coupa and ADP with NetSuite, Dupre achieved automated data flow and enhanced cross-departmental efficiency, eliminating redundant manual processes.

- **Cost Savings**

Consolidated multiple systems into a single ERP, reducing maintenance costs, eliminating reliance on costly third-party integration tools, and automating manual tasks like IT budget allocations and depreciation workflows to significantly cut labor hours.