



CASE STUDY

Global Control Tower and Visibility Fuel Structured Logistics

A case study showcasing our strong partnership with one of our key customers – a world-leading global maritime service provider – and how a Control Tower Solution from Wrist Marine Logistics (WML) transformed fragmented and resource-intensive processes into a streamlined and well-controlled operation.

Managing complex logistics for global spare parts and consumables for over 600 vessels, the customer is in need of a digital visibility tool to maintain a 24/7 overview of purchase orders and shipments to enable efficient communication among all stakeholders and optimize costs. The customer faced increasing costs and inefficiencies in managing their global spare parts and consumables supply chain. With a large number of suppliers and limited visibility across shipments, the

decentralized process became fragmented and resource-intensive.

Wrist Marine Logistics implemented a global Control Tower solution, supported by a state-of-the-art digital visibility tool. The system gave the customer an unprecedented overview of its shipments and simplified communication between all parties involved.

“WML’s solution helped us move from exception-handling to structured logistics. We save money and time – and our teams have much more control.”

– Technical Management



Solution

Global Control Tower Solution from Wrist Marine Logistics



Challenge

Customer in need of real-time visibility and improved reporting across shipments

Result

Satisfied customer with cost savings, more control and structured logistics



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Key Challenges:

- Fragmented supplier landscape leading to friction and administrative complexity
- Manual errors caused by incorrect shipment declarations
- Lack of shipment consolidation, resulting in higher costs and CO2 emissions
- Poor transparency and limited predictability across the supply chain
- High coordination effort between multiple stakeholders

Key Solution Elements:

- Single point of contact for all logistics activities
- Purchase order management, including supplier follow-up and order collection
- Door-to-deck Track & Trace with EDI integration for real-time shipment visibility
- KPI and supplier performance management
- Shipment bundling to reduce costs and emissions
- Integrated documentation and pre-alerting aligned with vessel schedules
- Transparent control of incoming goods, lead times and exceptions
- Budget Management for selected vessels

Achieved Benefits:

- ~10–15% reduction in total shipment volume
- ~20% time reduction per shipment handling process
- ~USD 7,000 in annual cost savings per vessel in freight and handling
- ~30–50 hours savings per week for customer's technical department
- Reduced Total Cost of Ownership (TCO)
- Improved CO2 footprint & reporting capabilities