

KP Aviation ships **62% faster** and increases order capacity by **75%**

KP Aviation is a premier global supplier of essential aftermarket materials and services for the aviation industry. Committed to quality and customer satisfaction, KP Aviation provides a wide range of products and solutions designed to enhance performance and safety.

Headquartered in Mesa, Arizona, the company operates worldwide, serving a diverse customer base and fostering strong relationships with suppliers.

CHALLENGES

KP Aviation sought to streamline operations by implementing a solution to automate shipping processes and enhance scalability through Salesforce. The challenges they faced included:

→ Limited Carrier Options

Relying on a single carrier created shipment inflexibility and increased manual work, heightening the risk of errors.

→ Manual Data Entry

Inputting shipment data into isolated carrier systems was time consuming and error-prone, resulting in inaccuracies and delays.

→ Complex Repair Order Process

Shipping repair orders with varying turnaround times became difficult due to inadequate tracking, leading to uncertainties and delays.

→ Disconnected Processes

Utilizing multiple applications for shipping, payment terms, and account management led to inefficiencies and a lack of unified visibility.

SOLUTION

By implementing Zenkraft, the premier delivery management solution natively built on Salesforce, KP Aviation transformed their shipping operations. To do this, they focused on these key improvements.



Automation



Customization



Carrier Flexibility



Turnaround Time Tracking



Unified Experience



COMPELLING EVENT

Inspired by their efficiency gains after transitioning their legacy ERP to AvSight, a cloud-based Salesforce-native ERP, KP Aviation aimed to streamline their shipping operations and increase scalability by implementing an automated shipping solution.

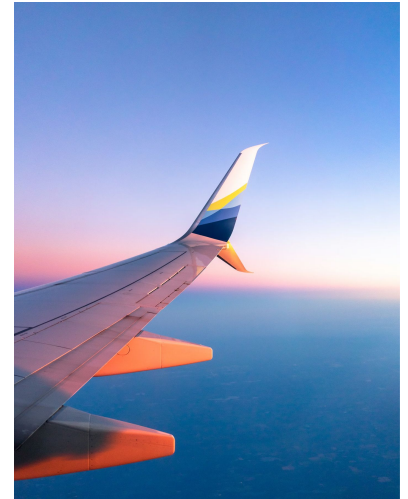
RESULTS

- **62%** decrease in Time-to-Ship
- Improved shipment tracking
- Enhanced scalability

75%

Increase in Order Capacity

- **Automation:** Streamlined processes for airway bills, order documentation, and shipper feedback to significantly reduce manual data entry and improve efficiency.
- **Customization:** Developed highly customized shipping workflows that save time and enhance operational flexibility.
- **Carrier Flexibility:** Connected with multiple carriers to eliminate manual data entry, ensuring accuracy across various accounts.
- **Turnaround Time Tracking:** Utilized expected ship dates to provide better delivery estimates and optimize the repair order process.
- **Unified Experience:** Achieved seamless integration with Salesforce and AvSight, eliminating double entry and disconnected workflows for a more cohesive operational experience.



RESULTS

By leveraging Zenkraft, KP Aviation has transformed its shipping operations, enhancing efficiency, accuracy, and customer satisfaction. The implementation of Zenkraft enabled the company to overcome previous challenges and achieve the following results:

- **75% Increase in Order Capacity**
Streamlined operations enable KP Aviation to easily handle significantly more orders.
- **62% Decrease in Time-to-Ship**
Enhanced processes have drastically reduced shipping times, improving overall service delivery.
- **Unified Visibility**
All operations are accessible from a single dashboard, natively uniting shipping data with AvSight and Salesforce, providing a comprehensive customer view and real-time insights.
- **Improved Shipment Tracking**
Customers benefit from accurate, timely shipment updates.
- **Enhanced Scalability**
The flexible system allows KP Aviation to adapt and grow alongside market demands.

ABOUT ZENKRAFT

-  Salesforce-native, Agentforce-ready
-  **700+** Salesforce customers
-  Salesforce AppExchange partner for **15+ years**
-  Compatible with all clouds and objects

200+ CARRIERS SUPPORTED

Parcel • Same-day • LTL • Regional



Visit Zenkraft on the AppExchange



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