



## Cagney Global Logistics was able to greatly improve the cash-to-cash cycle for Colorado Bag'n Baggage

### Background

Colorado Bag'n Baggage was formed in 2008 with the merger of Texas Bag'n Baggage and Colorado Baggage. Recently, Colorado Bag'n Baggage joined forces with Magellan, which was established in 1989 and provides high quality travel accessories. Both companies have catered to the elite traveler and offer a wide variety of branded and exclusive travel related products.

### Challenge

Colorado Bag'n Baggage's core competencies were in providing an unmatched selection of high-end, luxury travel products including luggage, business cases, travel clothing and accessories. Delivering a consistently great customer service experience along with reliable daily communications, is an enormous task for any retail consumer business to achieve, especially having recently merged with another company and increasing the complexity of their supply and demand chains. Unfortunately, Colorado Bag'n Baggage was experiencing broken channels in communication and customer service with its transportation service provider who was handling their domestic and international shipments. Areas of concern included how to reduce damage, decrease transit time, and improve visibility.

### Solution

Realizing they needed a more reliable logistics and supply chain partner to help plan and implement its new distribution model, Colorado Bag'n Baggage initiated an extensive review of potential providers. After evaluating numerous options they selected Cagney Global Logistics. By creating a collaborative business relationship with open lines of communication, and by listening to the needs of Colorado Bag'n Baggage, Cagney Global Logistics designed a supply chain model that focused on lowering costs, increasing visibility and improving transit times. First matter at hand was to improve communications and routing from the moment that a purchase order was signed. Second was to look at the

current distribution routes and provide a better flow for transportation options. Third was offering transparent and consistent information, while working cooperatively with Colorado Bag'n Baggage's Finance, Purchasing and Transportation Departments with visibility for tracking and tracing from order placement to delivery.

### Results

Cagney Global Logistics was able to design and execute a model that greatly improved the cash-to-cash cycle for Colorado Bag'n Baggage by getting goods from the factory floor to the store shelf faster, more cost effectively and with greater visibility. Store Managers are pleased with the solid level of customer service and the reliable flow of merchandise.

### CLIENT PERSPECTIVE

*"With many vendors you get treated like you are just a number. Cagney Global Logistics gave us a global solution with a family feel."*

– Chris Crawford,  
Warehouse Operations Manager Colorado Bag'n Baggage