

CASE STUDY

HOW A GROWING 3PL STABILIZED ITS WORKFLOWS AND BRINGS VALUE TO ONLINE BRANDS USING INFOPLUS WMS



OVERVIEW

THE CLIENT

ShipCalm, an e-commerce fulfillment and third-party logistics (3PL) provider for digitally native brands, provides not only traditional e-commerce shipping and warehousing, but also Amazon FBA prep, reverse logistics, and kitting, packing, and assembly. ShipCalm also helps clients ship goods that require special handling, such as hazardous materials, alcohol, or items needing cold storage.

THE CHALLENGE

Logistical complexity at scale. At the time, ShipCalm had 200+ clients, each with their own unique products, SOPs, and expectations. Existing tools were not enough to keep workflow moving and nor provide adequate transparency.

THE SOLUTION

Infoplus WMS helped enforce best practices at scale, which could then be automated and tracked easily. Further data automation meant that data in their systems now accurately matched what happened physically in the warehouse.

THE OUTCOME

INFOPLUS + SHIPCALM

Infoplus WMS literally transformed how ShipCalm does business. Customers no longer call with repeated inquiries into order status and billing, but rather to discuss future growth. ShipCalm now has infinite potential to scale their business, the right way, no matter how great the logistical complexity.

THE OUTCOMES

- A 44% improvement in fulfillment SLA
- A 75% improvement in labor efficiency
- An 18% increase in order accuracy
- A 60% decrease in order errors
- A reduction in invoicing errors, and an increase in timely invoiced items



"The content of all our conversations has changed. No one is calling in to ask about status any more. Everything is about looking ahead, to the future.

Infoplus has literally changed the context of our business with our customers."

TOM D'ANGELO

VP, Operations