

How a Leading E-Commerce Pet Food Company

**Reduced Logistics
Costs by 23% and
Added Modern
Warehouse
Technology to
Improve**



Peak Pet Nutrition

This global leader in air-dried nutrition for pets focuses on peak nutrition and ingredients without compromise.

The brand aims to use pet food to deliver happiness and joy to pets and their owners. Their whole-prey raw inspired recipes, chews, and handcrafted batches are produced near the sunny shores of the South Pacific Ocean.

Top Challenges

The lack of warehouse technology and operational manpower to fulfill orders was slowing them down. They relied on multiple excel documents to maintain orders and correct customer freight issues. They also struggled with overpaying for shipping and fulfillment with their current logistics provider. Something had to change if they wanted to increase customer satisfaction and brand loyalty.



Old order tracking method through spreadsheets



Limited visibility into logistics operations and shipments



Over-paid for shipping costs with current provider



Lacked operational manpower to fulfill orders



No warehousing management system (WMS)

The Solution



New Warehouse Management System (WMS)

One primary solution was to implement an automated and modern warehouse management system to gain visibility to inbound and outbound shipments, inventory tracking, and fulfillment status.



New Transportation Management System (TMS)

We onboarded the Client onto the eShipManager TMS & BI technology to book and track shipments, manage documents, create invoices, and view reports on all shipment activity. Both the TMS and the WMS integrate together to provide full clarity and visibility across logistics operations.



New Distribution Method with Ocean Freight

Previous shipments arrived in Kansas City, Missouri, then shipped to the West Coast. This cost too much. Since their products come from the South Pacific Ocean, it was most practical to reroute their ocean containers inland to eShipping's West Coast Distribution Center and ship out to a large volume customer base in the West Coast.



Dedicated Warehouse Account Management

A dedicated warehouse account coordinator was assigned to their account to enter in their orders, keep track of shipments, and notify the Client if there was an issue. This resulted in greater service visibility and has increased both the trust between the Client and eShipping and the Client's relationship with their customer.

The Results

1 Shipments

\$142

Average savings per shipment.

2 Logistics Costs

23%+

Cost savings across their logistics program.

3 Operations

40+

Hours per week saved in manual order entries and shipment tasks.

4 Customer Service



Daily tracking reports of their shipments and proactive customer service management.

5 Technology



Visualization of order count, warehouse inventory and cost out of one system, all viewable throughout their whole organization.

What Could Your Company Accomplish?

The world's leading manufacturers, distributors, and suppliers rely on eShipping to reduce logistics costs and improve customer experience. Will you?

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Your Data

Download a sample Logistics Study below to see what's inside or request your own custom logistics study.

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Have questions? **816-505-0198**