

CLIENT SUCCESS STORY

WAREHOUSE AND TRANSPORTATION SOLUTIONS

A PREMIUM MANUFACTURER OF FOOD FOR PETS JOINS THE ESHIPPING FAMILY AND ADOPTS A NEW WAREHOUSE AND TRANSPORTATION PHILOSOPHY

Client Snapshot

What started as a family business with a passion to provide pets the best food possible has grown into a global leader respected for their quality and innovation. The Client uses only fresh, high quality ingredients in their more than 125 handcrafted recipes. The same passion baked into every recipe, extends to their love for animals as evident through their contributions to social responsibility. Their constant pursuit of perfection is focused on more than just the food itself, the Client has introduced innovative approaches to packaging, their production facilities, and most recently their supply chain.

The Challenge

As demand of their recipes continues to grow, the Client is producing larger and larger batches to keep up with the orders. Although that growth is welcome, their supply chain was quickly flooded with millions of additional pounds of products. Not only were there difficulties moving and storing that much product, the backups were having a compounding effect on their production facilities. Oftentimes the production line would have to shut down since the Client cannot begin their next scheduled production run until the previous product is transported away from their docks. Not only were they underserving their customers, staffing issues were causing cost increases that were being absorbed by the supply chain. Something had to be done.

The Solution

The Client's pursuit of producing the best food means removing as much "filler/waste" in their products as possible. Naturally, they challenged our eShipping Truckload, Warehouse, and Optimization Teams to do just that; eliminate all possible waste in their supply chain, focus only on high quality critical elements, and continually optimize the solutions to provide the best recipe for success.

The success of our solution hinged upon one core objective - allow for the Client's production facilities to run 24/7. To achieve that goal, there had to be somewhere for the finished product to go as soon as it was ready to be shipped.

Our eShipping Warehouse team operates a nearly 100,000 square foot warehouse space along with a fleet of trucks that is ideally located between the Client's production facilities and their wholesalers. Our intermediary warehouse solution was scalable in space allowing it to accommodate larger quantities of products as they were produced. Since the production facilities were running day and night, our Warehouse and Truckload Teams deployed multiple drop trailers that could be loaded as soon as the product was cleared by the FDA. Our Truckload Team supplied tractors and drivers as needed around the clock, 7 days a week.

For all this to work efficiently, we implemented a strong communication plan and clear visibility for all stakeholders; the Client, wholesaler, and our eShipping Team. All were given access to our warehouse management system (WMS) which provided expected production runs from the Client's facilities, inbound shipments to the eShipping warehouse, inventory levels of both stored and in-transit products, and outbound shipments from our warehouse to the wholesaler's locations across the country.

The Results

Since implementing the eShipping complete solution, the Client has been running at full capacity without their supply chain issues backing up production. Not only are they able to maximize their revenue, the increased margins are lowering their overall cost of goods which is adding to their profitability. The Client is also saving more than 7% on their overall supply chain costs by using eShipping's warehouse and trucks to store and transport between their facilities and the wholesalers.