



Services: Integrated EDI with 3PL Central
Industry: Logistics

Case Study: Logistix Worldwide

Logistix Worldwide is a leading third party logistics (3PL) and distribution company, serving manufacturers in a variety of industries including lighting, office products and publishing. It is strategically headquartered in Tennessee, a two day delivery point of 80% of the US population, with additional facilities in Los Angeles, Rancho Dominguez and Oakland, California, as well as Edison, New Jersey. With the latest technology, industry expertise, and a growing customer base, Logistix manages its customers' supply chain needs from point of manufacture through to final customer delivery.

As many of its customers' operations are based entirely overseas, Logistix is often the sole U.S. presence for these organizations. Logistix manages all receiving and shipping, responds to all customer service inquiries, and provides day-to-day inventory management on behalf of their customers. With a lean staff to keep costs competitive, Logistix leverages the latest in technology to streamline its operations without impacting its relationship with their clients and their trading partners.

Improving Logistix Worldwide's Trading Partner Relationships



RETAILERS



SUPPLIERS



3PLS

“SPS’ service had proven EDI connections with many of our customers’ trading partners including Grainger Industrial Supply, Office Depot, Staples, and Wal-Mart, as well as more than 1,700 other retailers, grocers and distributors future customers might request,” commented Hinson. With SPS’ expertise and robust service, we are confident of their EDI services and are glad to integrate it into our offerings.”
— Erik Hinson, Managing Director, Logistix Worldwide

Providing 24/7 Visibility to a Global Customer Base

Logistix sought to provide its customers with near real-time visibility to the shipping status of their orders and inventory levels. It faced a choice of increasing its customer support staff to handle inbound customer calls at any time of day, or implementing a new software solution that would provide this information to customers securely over the Internet. Either choice would need to provide its global customers with timely information regarding Logistix’ operations. After carefully considering their customers’ needs, a thorough evaluation of available software options, and related costs, Logistix selected 3PL Central’s on-demand warehouse management solution (WMS), 3PL Warehouse Manager™, in 2004 in lieu of expanding their internal resources.

No matter their location or time zone, Logistix’ customers can access reports online, allowing them to view real-time inventory status, shipment status, parcel tracking information, and more. In addition, they are automatically notified of via email of key warehouse events (e.g., receipts, shipments, etc.).

“Due to our WMS and EDI capabilities, Logistix has signed on new accounts that desired these services as part of their 3PL relationship.”

– Erik Hinson, Managing Director, Logistix Worldwide

Offering EDI Without Becoming Experts

Today’s global supply chains are relying on visibility and communication, namely achieved through Electronic Data Interchange (EDI). As business grew for Logistix, the need to support retailer EDI became critical to support existing and new customers.

When looking to add EDI to its capabilities a few years ago, Logistix was again faced with adding IT staff and systems, or leveraging EDI capabilities and expertise available from a Software-as-a-Service (SaaS) on-demand service. After speaking with some of their partners and customers, including existing 3PL WMS provider 3PL Central, Logistix selected SPS Commerce’s web-based EDI service, SPSCommerce.net. With a pre-wired and proven integration with 3PL Central’s WMS system, SPSCommerce.net was processing Logistix’ EDI in a very short period of time.

Logistix’ use of SPS’ services scale to enable them to service new customers and account for the seasonality of some of their customers’ business. Each month they are processing more than a thousand EDI transactions with plans to grow this volume as their business, and their clients’ business grow.

Delivering a Competitive Advantage

By offering online visibility and comprehensive EDI, Logistix is able to deliver more to its customers while keeping its costs low and customer satisfaction high. It has also attracted new business.

About SPS Commerce

SPS Commerce perfects the power of your trading partner relationships with the industry’s most broadly adopted, enterprise retail cloud services platform. As a leader in on-demand supply chain management solutions, we provide prewired, proven integrations and comprehensive retail performance analytics to thousands of customers worldwide. With a singular focus on the retail marketplace, we revolutionized traditional EDI systems by developing a platform that enables highly cost-effective and reliable trading partner collaboration. SPS Commerce has achieved 48 consecutive quarters of revenue growth and is headquartered in Minneapolis.