



WHY OUTSOURCING WORKS

OUR CUSTOMER

Third Party Logistics
Provider (3PL)

KEY FOCUS FOR THIS PROJECT

EDI, Integration, Enhanced Support, Manageable Pricing

ABOUT OUR CUSTOMER

A mid-size, multi-distribution third party logistics (3PL) company whose key customers are suppliers to major and independent retailers. Their focus is on managing the supply chain for consumer packaged goods' companies. Their key services include pick and pack, kitting, mass order processing and fulfillment storage.

THE ISSUES TO RESOLVE

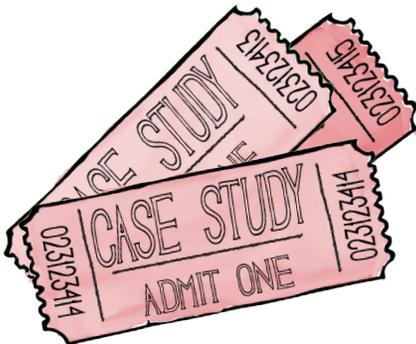
This mid-size 3PL had been working with a competitor's solution to manage select accounts internally for many years. This relationship was without issue however that was set to change with a proposed dramatic cost increase.

This competitor had advised this 3PL that their license fee would be restructured and, as a result, the cost would be increased from \$30,000/year to \$200,000/year. This new price was almost seven times as much as they had been paying previously.

In addition, they also had to concern themselves with other expenses from this provider including their IT professionals, tech support and hardware infrastructure.

Not only was this cost change a tough pill to swallow, there was no guarantee that there wouldn't be another cost jump down the road.

They needed to find a more cost-effective and better solution as quickly as possible.





THE INTEGRAL GROUP SOLUTION

Having already worked with us here at Integral Group since 2002 for their WMS integration and EDI retailer connections, this 3PL decided to approach us to provide them with an alternative to this dramatic cost increase.

Right away, we were able to put their minds at ease with an approach that was exactly what they needed.

Since we began in 1986, we have been known for our fair and equitable pricing that focuses on ensuring there are NO monthly surprises for our clients. That combined with our existing connections to over 650 retailers and manufacturers made us the perfect partner.

We showed them how we could migrate their existing mapping to our solution in a timely fashion as well as assuring them a low cost and quick set up for any future requirements.

The other advantage that we were able to point out was related to our superior customer service. Our culture of excellence features a top-notch customer support team that is available 12 hours every weekday with after hours, direct, on-call support as needed.

As well, they would no longer have to handle their own monitoring. With their previous provider, they were still required to check for their own data errors and connectivity issues. With our service, this was all included.

The 3PL raised one final concern. They were anticipating an increase in transactions by as much as 30% and were worried that this potential change could be an issue. However, with our long standing history of processing close to two million transactions per month, we assured them that we would be able to handle the increased volume with ease.

In the end, this 3PL made the move to Integral Group. They were impressed by our small but nimble approach to the business, our slate of services that often exceeded what they were used to and, best of all, no unjustified price increases.

