

CASE STUDY

WSI Delivers Accurate and On-Time Fulfillment with the Power of **Manhattan Active[®] WM**





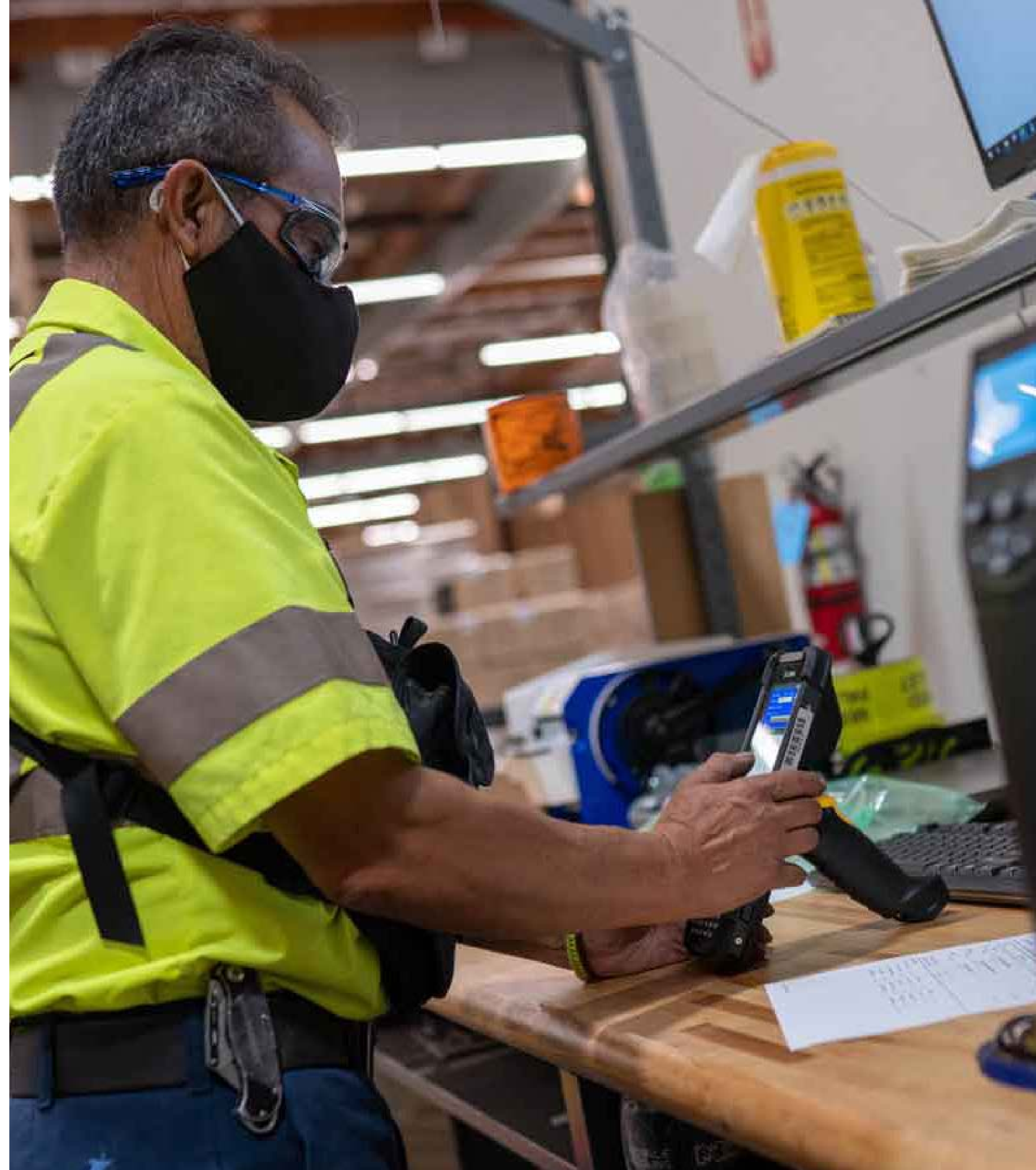
WSI, a leading third-party logistics provider (3PL), has been a trusted warehousing company for over 58 years, growing from its Wisconsin roots to managing facilities across the United States. Their operations encompass everything from the fulfillment of e-commerce orders to the distribution of bulk chemicals and industrial goods. As the fulfillment and direct-to-consumer markets rapidly evolved, WSI recognized the need for a more advanced warehouse management system to maintain its reliability and efficiency in servicing its customers.



The Challenge

As WSI expanded, the company faced growing complexities in warehouse operations, particularly in e-commerce and fulfillment services. The increase in customer demand, order volume, and the drive for accuracy presented new operational challenges. WSI needed a solution that would not only support its rapid growth but also optimize core processes like picking, packing, and shipping, ensuring customer satisfaction through reliable and accurate fulfillment.


“Our goal was to sustain customer reliability while enhancing warehouse efficiency,” says Joe Trzebiatowski, IT lead at WSI. “To do that, we had to take the next step in our technology.”



The Solution

After evaluating various options, WSI selected Manhattan Active Warehouse Management (WM). Manhattan Active WM is the first cloud-native WMS that unifies every aspect of distribution planning and execution. Crafted entirely from API microservices, Manhattan Active WM ushers in a new level of supply chain speed, agility and ease of use.

WSI's decision to deploy the solution enabled the company to better manage its growing e-commerce fulfillment operations while positioning it for future growth.



“Choosing Manhattan Active WM gave us the ability to enhance our fulfillment operations while maintaining warehouse efficiencies.”

– **Joe Trzebiatowski**
IT lead at WSI

Implementation and Results

WSI has been live on Manhattan Active WM for over three years. Throughout this time, the company has experienced significant operational improvements in both accuracy and efficiency. The implementation of Manhattan Active WM has allowed WSI to standardize its key warehouse processes, including receiving, picking, replenishment, and shipping, which has driven measurable gains in efficiency and accuracy.

Key benefits:

- › **Improved Inventory Accuracy:** First-time receiving accuracy and inventory tracking have improved, leading to better overall stock management.
- › **Enhanced Picking Efficiency:** WSI has optimized picking processes such as pick-to-tote and cart picking, significantly increasing throughput despite rising order volumes.
- › **On-Time Shipping Performance:** The solution has allowed WSI to maintain a high level of on-time shipping accuracy, even as fulfillment demands have scaled.





Partnership with Manhattan Associates

One of the driving forces behind WSI's success with Manhattan Active WM has been the strong partnership between the two companies. WSI frequently collaborates with both Manhattan's customer support and professional services teams, which have provided invaluable guidance and support throughout the implementation process and beyond.

"The customer support team has gone above and beyond with weekly meetings, addressing our concerns, and helping us identify new opportunities," says Joe.

As WSI continues to grow, the company plans to further leverage Manhattan Active WM to meet evolving business needs. The flexible nature of the solution allows WSI to scale and adapt its operations, ensuring that it can continue to provide reliable, efficient service to its customers.

"We have a great partnership with Manhattan. I'm confident they will continue to support us as we grow and help us maintain our customer relationships."

– **Joe Trzebiatowski**
IT lead at WSI



