



Case Study : Scaling Up eCommerce Operations

Flexible Solution & Execution Delights Ecommerce Client

A design-driven, high-quality furniture supplier with a fast-growing presence in both the retail and ecommerce spaces needed to expand their distribution footprint in Southern California. They turned to Kenco for an agile, best-in-class solution with competitive pricing and a partnership-based approach.

CHALLENGE: SCALING UP QUICKLY

With their rapid growth, they needed to expand to a 350K SQFT Footprint that would service both their traditional B2B channel to retailers such as Walmart and Target, as well as their ecommerce drop shipments to e-tailers such as Amazon and Wayfair.

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SOLUTION

Our Supply Chain Solutions team worked collaboratively with the prospective client to engineer the optimal layout and processes.

There were several challenges to work through due to the irregular size and shape of the product mix and the presence of highly flammable materials. Both before and after business award, Kenco worked closely with this partner, our insurance providers, the local fire marshal, and the local zoning authorities to ensure our solution met all the requirements of the customer as well as all local codes and ordinances.

RESULTS IN UNDER 3 MONTHS

Our partner chose Kenco because we structured our solution around what they truly wanted, even though it put Kenco's abilities and agility to the test.

Kenco was able to meet their tight start-up timeline with a turnkey solution in **under 3 months**, which was critical in order to begin fulfilling orders in time for the Black Friday/Cyber Monday peak.

“ You delivered on every single thing you said you'd deliver on, on time or early. We had an identical startup project at the same time with one of Kenco's competitors. How Kenco handled the project was night and day compared with the other guys. ”

- Vice President of Operations



UNDER
3
MONTHS



Deploying creative storage solutions to accommodate rapid growth



Implementing best-in-class WMS and reporting systems



Providing services/VAS required for multiple brands and product types



Consistently exceeding business KPIs/SLAs and continuously improving YoY

