

3P LOGISTICS GAINS AN EDGE ON ITS COMPETITION THROUGH AUTOMATION

3P Logistics adopts MetaPack to strengthen its position as a leader in providing eCommerce and order fulfilment services to online retailers



“ MetaPack is a great example of an affordable practical solution to an everyday operating problem. ”

John Scully, Business Development, 3P Logistics

The need for speed

With the online world evolving at a rapid pace, first-time service delivery expectations have never been greater. Customers want extended same-day shipping windows as well as order information on demand. 3P Logistics ships thousands of parcels a year on behalf of its clients. As business continues to grow, there is a need pursue efficiency gains through automation. Enhancing its own service offering to differentiate from other operators remains a key focus.

A new way forward

MetaPack Manager platform enables 3P Logistics to automate the manual aspect of packing orders. The solution eliminates the need for an operator to manually key delivery addresses or determine the choice of carrier,



Eliminated **manual entry** of delivery information



Ships **thousands of parcels a year**



Data driven insights drive **clear decision making**

making the despatch process much easier, faster and more accurate.

Management information – such as tracking IDs – changes hands seamlessly, leading to improved customer experience.

Going forward, data gathering is an essential component in driving efficiencies and reducing spend. With the help of data derived from MetaPack, 3P Logistics is now able to make confident assumptions that in turn help drive clear decision making. With these improvements in processes, insights and strategy, 3P Logistics has enhanced its offering and further strengthened its position as a leader in providing eCommerce and order fulfilment services to online retailers.

What the future holds

Since switching to MetaPack, 3P Logistics has continued to extend its overall capabilities and adjust internal processes along the way. From the obvious starting point of despatch efficiencies, the company has also improved both the invoicing and reporting side of its business. Having just cut the ribbon on a new 75,000sq ft order fulfilment centre, 3P Logistics is now intent on discovering further automation options capable of increasing efficiency and operating capacity.

● ABOUT 3P LOGISTICS

- Order fulfilment services for online retailers
- Launched in 2006
- Based in Warrington, UK
- www.3p-logistics.co.uk

● CHALLENGES

- Automate processes to drive efficiency
- Differentiate from other service providers
- Maintain a leading industry position
- Refine strategy through data-driven insights

● RESULTS

- Eliminated manual entry of delivery addresses
- Introduced system for seamless exchange of order management information
- Improved customer experience
- Actionable data insights enable better decision making
- Increased e efficiency and operating capacity

● PRODUCT AND SERVICES

- MetaPack Manager
- Intelligent Allocation
- Automation
- Data Analysis