

Banneker Supply Chain Solutions Case Study

Synapse 3PL Expert Gives Banneker Supply Chain Solutions Flexibility to Meet Growing Demand

Banneker Supply Chain Solutions delivers tailored end-to-end supply chain management and integrated third-party logistics solutions to a wide range of Fortune 100 companies. Passionate about customer success, Banneker employs a highly efficient Lean Six Sigma-trained team that can deliver the most innovative services available today. Headquartered in Rhode Island, the company offers warehousing services throughout New England and the Northeast, and has operations across the nation.

The Challenge

Team Banneker members value each other and work both individually and collectively to achieve Customer Success. The team strives to achieve this goal by continuously improving themselves, their process and their supply chain solutions. When growth challenged their ability to meet the various needs of a diverse client base, Banneker knew they needed to identify a new Warehouse Management System (WMS). Their previous WMS didn't provide them with the flexibility to offer different ways for products to be picked or customers to be billed, a key requirement for a third-party logistic provider, so the company went in search of a solution architected for their needs.

Overview:

- Founded in 1991
- 3PL Operations
 - North Smithfield, RI
 - North Kingstown, RI
- On Site Locations
 - Lincoln, RI
 - Brooklyn, NY
- Markets Served: Aerospace & Defense, Government, Manufacturing, and Commercial & Retail

Synapse 3PL Expert enabled Banneker to effortlessly meet the needs of all their customers, regardless of industry or size.

The Solution

Once Banneker identified the need for a new WMS, they built a list of requirements based on the needs identified by their sales team, and the search for a new system began. The main request was a system that offered flexibility, especially in regard to billing. Banneker needed a system that could:

- Bill by square footage
- Bill by pallet
- Bill by case

The **Synapse 3PL Expert WMS** was identified as a front runner based on its reputation as a cutting-edge 3PL warehouse management system built for the complexity and unique demands of modern 3PL operations. The Banneker team attended a Synapse User Conference to learn more about the solution's billing capabilities and immediately felt confident the solution could meet their needs.



“Synapse 3PL Expert empowers us to serve customers of all sizes, seamlessly. For some customers, the choice to work with us becomes a no-brainer once they discover we use Synapse 3PL Expert.”

—David Grant Junior, Director of Operations, Banneker Supply Chain Solutions

The Outcome/Results

With **Synapse 3PL Expert** in place, Banneker can now meet the needs of all their customers, regardless of industry and size. The solution has given them the flexibility to continue working with small companies with small pallet requirements and newer, larger customers that need 3,000 to 4,000 pallet positions. More importantly, it has empowered Banneker to give its customers customized services as needed, including:

- Picking products in the way each customer requires
- Billing customers by their chosen metric, be it by pallet, case, or square footage
- Flexibility in managing varying pallet types

In terms of improving customer relationships, **Synapse 3PL Expert** has helped Banneker provide improved inventory visibility. When a customer needs insight, Synapse offers customized historical data at the product-level that can be exported in a variety of formats. And with the client portal, customers can access this information on their own, giving them autonomy and full control over their operations.

MADE4NET

The power of speed-to-pivot

ABOUT MADE4NET

Made4net is a leading global provider of best-in-class supply chain execution and warehouse management software for organizations of all sizes to improve the speed and efficiency of their supply chain. The company's solutions are configurable and scalable to provide maximum Speed-to-Pivot™ for ever-changing supply chains.

Contact the experts at Made4net to learn how Synapse 3PL Expert can help you overcome your supply chain challenges.

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