Arctic Logistics Success Story

Cold Storage, Hot Results: Arctic Logistics' Journey with Made4net
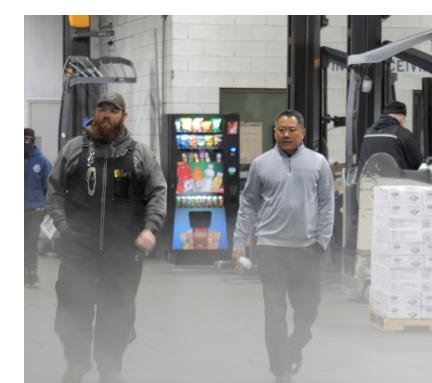
The Challenge

Arctic Logistics, a third-party public refrigerated warehouse in Canton, Michigan, provides specialized services for Fortune 500 and Fortune 100 companies. Operating out of a 150,000-square-foot facility with 20,000 pallet positions, Arctic Logistics goes beyond typical cold storage offerings, providing USDA import/export processing, blast freezing, case picking, relabeling, shrink wrapping, and more.

As Arctic's customer base grew, so did the demands for advanced value-added services. However, their outdated Warehouse Management System (WMS) couldn't keep up. The system lacked EDI capabilities, was unable to provide customers with direct access to inventory data, and failed to provide the level of accuracy and efficiency Arctic required. Recognizing the limitations, Arctic sought a modern WMS to meet customer expectations and position their business for growth.

Solution

Arctic Logistics partnered with Made4net to implement Synapse 3PL Expert, a robust WMS solution tailored to the needs of third-party logistics providers. Key features important to Arctic included:

- EDI capabilities to streamline communication with customers.
- A user-friendly portal allowing customers to access and control their inventory.
- Real-time tracking for improved inventory accuracy and operational efficiency.
- Scannable barcode systems to replace manual, error-prone processes.

System Usage

With Synapse, Arctic Logistics has revolutionized both in-bound and outbound operations, enhancing efficiency and accuracy across the board.

- **Inbound Operations:** Incoming products are unload-ed, identified, and labeled using scannable barcodes. Each pallet is scanned to capture critical details, such as quantity, date, and lock codes, before being staged for storage. This streamlined process eliminates the need for excessive paperwork and reduces the risk of human error, enabling faster and more precise handling of in-bound inventory.
- **Outbound Operations:** When fulfilling orders, team members use handheld devices to receive instructions on where to locate specific products. The system enforces inventory accuracy by requiring workers to scan the correct license plate, ensuring that only the right items are picked. This automated approach has significantly improved shipping speed and accuracy, allowing Arctic to meet tight deadlines with confidence.

> "Made4net exceeded every promise they made. The system is accurate, efficient, and easy for both our team and our customers to use. Synapse has transformed the way we do business, and the support from the Made4net team has been exceptional."
>
> — John Connor, President and Co-Owner, Arctic Logistics

Benefits

Since implementing Synapse, Arctic Logistics has experienced transformative results:

- Increased efficiency: Processes like inbound unloading, labeling, and outbound shipping are faster and require fewer people.
- Improved accuracy: Barcode scanning has eliminated manual errors, ensuring inventory accuracy and reducing case-picking mistakes.
- Enhanced customer service: Customers benefit from real-time visibility and self-service inventory management tools.
- Time savings: Office operations have seen significant time reductions with the shift from paper-based to digital processes.
- Cost reduction: By minimizing labor-intensive tasks and improving operational speed, Arctic Logistics has reduced costs while maintaining exceptional service levels.

Conclusion

The partnership between Arctic Logistics and Made4net demonstrates how the right WMS solution can address complex operational challenges, improve efficiency, and deliver significant business value. Arctic Logistics now operates with confidence, meeting the needs of its customers while preparing for continued growth and success. To see Synapse in action at Arctic Logistics, check out this video.

MADE4NET

Made4net is a leading global provider of best-in class, cloud-based supply chain execution and warehouse management software for organizations of all sizes to improve the speed and efficiency of their supply chain. In addition to their industry renowned WarehouseExpert WMS, the platform offers modular components like integrated yard management, dynamic route management, proof of delivery, labor management and warehouse automation solutions that deliver true supply chain convergence.

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

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