

## *Great products but no warehouse, system or people*

### **Challenge:**

A Texas based importer of retail products for toy, craft and hobby stores was looking to expand their ecommerce business into the U.S. Unfortunately, they realized that they **lacked** the knowledge and experience in warehousing and distribution.

They **could not** commit resources toward long term warehouse space to receive large inbound shipments, had **no experience** with Warehouse Management Systems (WMS) or Order Management Systems (OMS), while **lacking** the time and resources needed to hire and train a staff to handle fulfillment on a full-time basis.

After researching their various options, they contacted The Service Center (TSC) for assistance.

### **Solution:**

With its years of warehousing and distribution knowledge and proficiency, TSC developed a tailored plan to greatly expand their client's ecommerce business to the U.S.

An experienced Customer Service Team was assigned to manage the client's every need.

TSC took over supervision and handling of each facet of the ecommerce process and implemented customized solutions to address each critical step along the way.

### **Outcome:**

After TSC coordinated to have all inbound container shipments delivered to its facility from the Port of Houston, all shipment are inspected **within 4 hrs**. The client's order data is transmitted **multiple times a day** to TSC to speed processing and delivery to consumers.

As part of the WMS process, critical real time inventory data is accessed by the client to **better** monitor inventory levels and replenished as needed. Via email, TSC also pushes daily reports of items received and shipped, in order to keep the customer **up to date** of all activity.

The client's administrative staff has **more time** to concentrate on new distribution channels which has led to **huge growth** in their revenues.

"TSC has been playing a key role towards our growth." – Shoaib Farooqi, Forza Retail Inc.

*If you don't have the warehouse space you need to expand, or the right WMS and/or OMS, [contact us](#) to see how we can make your ecommerce business **easier, more efficient and more profitable**.*