

Case Study

Choosing the right partner can be just as important as choosing the right solution



The Pregis dedication to service was integral in helping a 3PL customer transform their fulfilment operations

Overview

When faced with a competitive solution that wasn't living up to desired results, a 3PL warehouse turned to Pregis to save the day. The team's dedication to finding a solution, quick ingenuity and commitment to service and training ensured the customer was able to reach their maximum output potential.

Problem

A Pregis distribution partner was tasked by its warehouse logistics customer with automating the bagging and shipping of a customer's small packages. Sales were skyrocketing for this direct-to-consumer personal care brand and the existing manual packing process just couldn't keep up, so the 3PL wanted to incorporate an automated solution to keep their output on par with the volume of orders coming. The 3PL hoped to get this first round of automated equipment running smoothly so they could then scale the packing process to a large luxury shapewear brand customer they had just landed. Unfortunately, a first trial solution to the challenge hadn't gone well.

The customer was looking for a customised bag that was small yet durable enough that the products wouldn't tear the bag during shipping. However, the 3PL quickly discovered the baggers they'd bought were experiencing recurring faults due to the small size of the bag and the inability of the printer to properly register and fit shipping labels.

This situation escalated for months as the deadline for transitioning the wellness brand to automation, as well as onboarding the luxury brand, was fast approaching. To add to the stress, the original supplier was not providing a timely resolution to the issues. Making the decision to push the ineffective machines to the side, the warehouse staff continued to bag items manually. The products were still getting shipped out, but the throughput continued to lag behind demand. That is until Pregis stepped in.

Solution

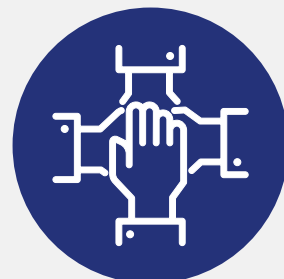
The distributor partner realised a true partner supplier and solution provider was needed. They called our Pregis Automated Mailing & Bagging team and briefed them on the challenges as well as the tight timeline. The team jumped into action, evaluated the situation, and immediately got started testing a variety of solutions to help our partner and the customer resolve their issues.

First came the evaluation of the customer's product and what changes were needed to the makeup of the mailer to ensure its safe delivery. The sharp edges of the product meant a bag needed to have a certain degree of thickness, but the small size of the product meant a custom size was needed as well.

Being vertically integrated, Pregis was able to create different films and sizes quickly, identifying a solution that checked all the needed boxes and was compatible with the Pregis Sharp® bagging machines.

With the material internally validated, an on-site analysis was up next. The Pregis sales and engineering team traveled to the 3PL warehouse with a Sharp® MaxPro series bagging system and immediately began testing the newly developed bags on the machine. Helping to ensure smooth-running success, the Pregis application engineering team monitored the progress, making sure the MaxPro system achieved the 3PL's space, throughput and uptime requirements. Once the customer decided to move forward with the solution, three more bagging machines were shipped in.

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The Pregis and distributor engineering teams worked together to fit the MaxPro system into the established workflow and footprint that had been designed for the initial failed solution. The engineers were even able to connect the bagger conveyors to the warehouse conveyance system making the solution immediately usable.

Knowing there was no tolerance for any extra downtime, the Pregis and distributor teams stayed on-site to train the 3PL employees on how to use the machines. The 3PL was up and running immediately, making their original automation go-live date.

Results delivered with ingenuity, speed, and dedication

The ingenuity, speed, and resourcefulness of the Pregis team created a strong impression on the warehouse managers, who had, unfortunately, become accustomed to seeing equipment sitting unused for months. They were so pleased with quality of the solutions, as well as the timeliness and support from Pregis, that they immediately decided that Pregis Automated Mailing & Bagging solutions should be used for the packing processes of the new luxury apparel brand across multiple new facilities.

Top-tier service is a win for everyone

Before the Pregis team intervened, the customer was in a tough spot for efficiently scaling packing for two different accounts. They needed to put more of their resources towards ensuring a smooth automated transition instead of towards the successful opening of a new warehouse facility that was meant to support the automated business.

Having witnessed Pregis calmly and efficiently solve the personal care brand's fulfillment challenge, the warehouse managers knew they could rely on Pregis to get the new customer up and running. The 3PL brought in an additional 32 baggers to accommodate the new customer and was able to rest easy, knowing they had the power of Pregis backing their solutions.

The 3PL is already beginning work on a second warehouse for the luxury apparel brand.

Selecting the right machine is always important. However, choosing the right partner, who has deep experience optimising workflows and solving real-world problems is invaluable. Do you have a similar problem and would like to explore the benefits of a customised Pregis solution? **We'd love to help.**



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