

# 360



Case Study:  
A national floral wire service,  
retailer and wholesaler phases  
in a new 3PL



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## Case Study Snap Shot

### Background and challenge:

A national floral wire service, retailer and wholesaler needed to improve their 3PL efficiencies and lower costs, without any interruptions during their busiest season.

### Solution and results:

LeSaint provided a seamless, multi-phase approach.

- LeSaint moved a team to the client's existing 3PL facility for an improved but turnkey short-term solution, running a parallel operation
- After 90-days, all operations were moved into a LeSaint operated facility
- Implemented the 360logic process
- Built a true and ongoing collaborative partnership

“LeSaint was a game-changer for us. We were concerned that changing our 3PL provider would create obstacles, but we couldn't have asked for a smoother transition. LeSaint kept us apprised every step of the way. They were a true and transparent partner.” – *Director, Logistics Operations*

# Running a parallel operation

## The Challenge

A premier floral and gifting company, one of the largest in the US, relies on a 3PL provider to supply vases and shipping materials to their national grid of local florists. Poor efficiencies and high pricing propelled them to seek a new partner for their 3PL needs.

Unfortunately, this need came as their busiest season loomed. The floral power house was fearful that switching 3PL systems in the midst of their busiest season could create unintended interruptions. They needed a flexible and creative solution with a provider they could trust.

## The Solution

To alleviate their client's concerns, LeSaint proposed a phased approach that included:

- Taking over operations at their current 3PL provider for 90 days and then—
- Moving operations to a LeSaint-run facility
- With absolutely no hint of interruptions or problems

When LeSaint was brought on board, they moved into action immediately. LeSaint took over the failing 3PL operation, working within the previous provider's facility, supervising the turnkey operation and fulfilling orders through the existing software program.

Gradually LeSaint's systems spread, with their system complementing the existing one. The old system was used for order processing, and the LeSaint system for inventory control.

At the same time, LeSaint began to fulfill new orders at the LeSaint-operated facility, which would house the future 3PL daily operations for all the wire and wholesale parts of their business.

Then, after 90 days, operations were moved completely to the LeSaint-operated facility, which was already up and running, implemented by a 3-day shut down of the original 3PL facility. Personnel had been trained. The previously established account teams continued working on the day to day activities, so there was no time-wasting learning curve.

## Results

While this national floral company saw immediate results from the LeSaint team's immersion into running their 3PL services, an even more significant difference was made once operations were moved to the 3PL facility.

## Running a parallel operation (continued)

As a result of the move, the client experienced a litany of benefits including:

- On time implementation
- Lower costs, including reduced labor
- Zero disturbance of products
- No order delays
- Greater communication
- An upgrade to real time technologies for managing their product flow and delivery

## BIG challenges. BIGGER solutions.

### Delivering better supply chain performance. The LeSaint 360logic™ process

Every logistics variable comes with its own set of challenges, whether due to warehouse space, inventory control, product movement or technology. To build the right logistics efficiencies, LeSaint begins with a 5-step process that allows us to create a holistic, 360-degree solution to meet even the most unique needs.

#### Discover

We ask questions, we probe, and we investigate to fully understand our clients' supply chain demands now, and their anticipated needs tomorrow. We work with them to isolate areas where we can improve performance, with an eye on the future.

#### Create

Our engineers map out the physical and electronic flow through every stage of the supply chain. They take into consideration the facility, warehouse layout, personnel needs, product density requirements and entire transportation model.

#### Implement

We create a detailed plan to ensure we meet our clients' target due dates. Our implementation scope includes the statement of work, a detailed project plan, weekly onboarding meetings, technology setup and a target go-live date.

## **BIG challenges. BIGGER solutions. (continued)**

### **Perform**

Once we've begun working with our clients, we stay in communication to ensure everything runs smoothly. We closely monitor the operations to ensure efficiencies and cost goals are met. Technology reporting and performance expectations are delivered. Communication is the key to our success, and ongoing reviews include the Periodic Business Review (PBR), Quarterly Business Review (QBR) and Annual Business Review (ABR).

### **Advance**

We continuously look for ways to improve logistics or save our clients money. We analyze the end-to-end performance of our program, isolate areas for enhancement, and fine-tune adjustments to develop new efficiencies, all while considering future needs. In the end, it's about providing the greatest bottom line savings without supply chain compromise.

LeSaint Logistics is a nationally recognized 3PL provider delivering warehousing storage, inventory control, transportation and technology solutions that streamline and maximize our clients' supply chain efficiencies. We have the knowledge, flexibility and service performance levels to power your supply chain management – delivering intelligent solutions that positively affect your supply chain performance.

Discover how **360logic™** can bring a 360-degree level of efficiencies to your supply chain.

Get started today by talking to a client solutions director at 844-**360logic** or visit: [lesaint.com/360logic](http://lesaint.com/360logic)



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