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Steve Gatton, IT Director, Triplefin



3PL Triplefin moves to Manhattan SCALE™

Triplefin Boosts 3PL Productivity with Manhattan SCALE

Third party logistics providers face a wide range of challenges. By far the most significant is that each client mandates specific processes and workflows. That means tracking expenses and maintaining billing procedures can be complicated. But if 3PLs don't have the technology systems in place to support these and other services, they can't compete in the marketplace. They need technology systems that are flexible, reliable and provide the automated services that make 3PLs a heroic entity to their clients.

Triplefin fully understands this array of challenges. Founded in 1981 and headquartered in Cincinnati, Ohio with approximately 165 employees and \$130 million in annual revenues, the company has become one of the premier providers of outsourced order-to-cash business process solutions to leading companies in the pharmaceutical and consumer products industries. It has built its business by supporting some of the most successful brands in the world with diversified offerings. Triplefin is ISO certified—a distinction many of its competitors don't possess.

Helping its clients maximize the value of their customer relationships by offering superior levels of customer care and service has helped Triplefin become a top provider in its market. Since its founding in 1981, the company has expanded to two facilities in Cincinnati with 230,000 square feet of distribution space. But steady expansion created internal growing pains with the company's technology infrastructure.

System Shutdowns Meant Lost Productivity

As Triplefin's client roster increased to nearly 40 companies, the technology platform it was using became unreliable. Developed internally and enhanced several times, this warehouse and distribution system was very difficult to maintain.



Headquarters: Cincinnati, Ohio

Facilities: 2 locations with 230,000 square feet of distribution warehouse space plus a 70+ seat in-house Contact Center located in Cincinnati

Manhattan Solutions: Manhattan SCALE™: Supply Chain Architected for Logistics Execution

Challenge:

The previous technology platform was labor and maintenance intensive, and unreliable.

Solution:

Implement Manhattan SCALE to stabilize processes and manage the varying requirements of 38 different clients.

Results:

The company gained a reliable solution that eliminated shipping expenses, reduced labor costs and provided flexibility to manage its clients' unique processes.



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Jim Rhyne
Director of Distribution



“A system that had originally suited our needs was a headache for our operations,” said Jim Rhyne, Director of Distribution for Triplefin. “It began to shut down once or twice a week, requiring us to ramp up our maintenance staff.” The biggest problem these shutdowns created was a huge increase in labor expenses. Triplefin’s workforce became idle while the system was being repaired and then had to work overtime to keep up with the distribution and shipping workload.

“If the system was down for three hours and we have 20 workers standing around, we lost 60 hours of productivity time a week,” explained Rhyne. The issues didn’t impact client deadlines but put a strain on the company’s staff and its bottom line.

Manhattan SCALE Strikes the Perfect Balance

Ready to tackle its technology issues, Triplefin had already set its sights on a solution from Manhattan Associates. Although it did briefly examine competing options, Rhyne and IT Director Steve Gatton were primarily interested in procuring a solution from Manhattan. “We’ve been around the block at industry tradeshow and kept up to speed on viable supply chain solutions,” said Gatton. “Manhattan Associates is a world-class, solid operation with reliable, flexible solutions that are well-respected in the industry. It was the pinnacle provider we were searching for.”

After meeting with the Manhattan team, Rhyne and Gatton settled on a solution that would provide the flexibility and rapid deployment it wanted. Manhattan SCALE: Supply Chain Architected for Logistics Execution offered Triplefin the perfect blend of features, functionality and technology to jump-start its distribution centers.

Expenses Shrink While Efficiencies Expand

Manhattan helped Triplefin configure a process that would allow it to migrate 38 clients as quickly as possible, on budget, and without any service disruptions. “Manhattan provided a pretty dynamic team that helped us develop an aggressive twelve month deployment schedule,” said Gatton.

The company began by moving two clients per month, with DC floor personnel using two inventory guns to simultaneously accommodate SCALE, as well as the old system. “As we began our deployment the feedback was unanimous,” said Gatton. “SCALE provided so much more efficiency and was easy to use.”

As Triplefin employees became more proficient with SCALE and the implementation process, the company began to cut-over more clients per month. “We were able to move six clients to SCALE during our last month,” said Rhyne. “That was pretty amazing considering each client had their own set of operations and interfaces we had to work with.”

While the company is still gathering data, it has already seen large leaps in productivity and cut labor expenses simply by eliminating the system shut downs. Triplefin no longer has to run overtime shifts to make up for lost hours, and its maintenance crew can focus on other issues with an efficient supply chain solution in place. The shipping department has been completely automated, allocating this labor to other areas in the DC. “Manhattan has elevated our operations to new heights, allowing our brand to propel our clients’ brands ahead with great momentum,” said Rhyne.