SOCIUS24

SILK
CONTRACT LOGISTICS

Case Study

How Socius24 and Blue Yonder Dispatcher WMS has enabled Silk Contract Logistics to cope with a Pandemic.

"The partnership with Socius24 has provided Silk Contract Logistics with unrivalled insight into how these systems work and provides smart solutions for operational challenges. The ability to extend the Blue Yonder Dispatcher WMS via the USP, has removed the need for costly and complex in-house solutions.

Socius24 are and will continue to be our highly valued partner.

Chris Firmin, JDA Product Manager, **Silk Contract Logistics**

About Silk Contract Logistics

Silk Contract Logistics is one of Australia's largest third-party logistics providers offering their clients a full suite of tailored services across wharf cartage, warehousing and logistics. They were born out of the merger of Hoffman, a wharf cartage company and Kagan, who specialised in warehousing. Today Silk Contract Logistics are focused on providing their clients with an agile, nimble and personalised service and operate across a highly diverse range of industry sectors including Retail, FMCG, Light Industrial, Food and Dairy.

Background

Silk Contract Logistics provides services for around 120 clients at any moment in time and operate across all but one of the states of Australia. These clients span a broad spectrum of industry sectors and each one has their own specific requirements. The versatility of Silk Contract Logistics enables them, for instance to manage pallets of lactose powder for one client, specialist lubricants for another and individual picking for High Street retailers.

Silk Contract Logistics first implemented Blue Yonder Dispatcher WMS (formerly JDA and previously RedPrairie) in 2009 and utilise this across their 24 sites. For them, Blue Yonder Dispatcher WMS is the ideal solution as it gives them the full flexibility they need, configuring the system to meet the specific requirements of each client and with the ability to quickly add overflow sites when needed or consolidate multiple sites into one as client requirements change.

> **"Silk Contract Logistics is a perfect example of what we can achieve for a third-party logistics operation regardless of where they are located in the world. In this case we actually use the time difference to our advantage and are able to extend the working day for Silk Contract Logistics implementing urgent system changes while the team in Australia sleep and have them live for the morning."**
>
> Craig Jones, Managing Partner, **Socius24**

Key Challenges

Silk Contract Logistics pride themselves on customer-centric agility supported by technology. They need a WMS that enables them to onboard new clients in very short-lead times; in some cases this can even be the very next day. They also need to provide flexibility and scalability to their clients, adapting services as client's requirements change.

Operating in a highly efficient manner is essential to meet the constant drive for lower costs from their clients. Having the ability to tightly manage each client's logistics is key, with the need for real-time visibility of operations and the capability to meticulously track value-add services and costs for each client.

When COVID-19 hit, Silk Contract Logistics faced a number of unprecedented challenges. Restrictions forced them to temporarily reduce their workforce by a third in their Victoria operation, at the same time as a number of their retail clients experienced a sharp rise in online orders which effectively doubled the ensuing logistics workload.

Key Requirements

Operational Agility : Supported by a WMS that could quickly onboard new clients and scale and adapt to meet the unique requirements of each client.

Operation Efficiency : A solution that could not just support existing work practices, but could streamline processes and leverage automation

Manage Client Charges : With each client requesting different value-add services, Silk Contract Logistics needed a solution that could capture, report and bill for such work.

Solutions Delivered

For Silk Contract Logistics, Blue Yonder Dispatcher WMS provides them with the agility and scalability they need to operate their client-centric third-party logistics operation and meet the specific needs of each client. After searching for a potential partner closer to home, they failed to find one that came close to the expertise and experience of Socius24 and after a highly successful upgrade project by the Socius24 team, the partnership has gone from strength to strength.
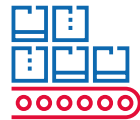
1. Blue Yonder Dispatcher WMS

Deployed across all clients and all 24 sites, Blue Yonder Dispatcher WMS provides Silk Contract Logistics with the ability to meet the specific needs and KPIs of each client and continually drive greater efficiencies across their operation.

2. User Service Portal

This Socius24 bolt-on to Blue Yonder Dispatcher WMS provides Silk Contract Logistics with an effective way to capture value-add work for each client, provides them with the ability to review activity and then provide clients with a timely and accurate itemised bill of charges.

3. Socius24 Advice & Deployment

Socius24 initially placed one of their team in Australia for 3 months to support a major Blue Yonder Dispatcher WMS upgrade. The success of this project has led to a strong partnership with Socius24 providing ongoing advice and deployment support to the operations.

4. Socius24 Support & Services

Versed in providing 24x7 support to their customers, Socius24 has no issues in providing highly responsive support to an operation in Australia. With an intimate knowledge of how Silk Contract Logistics operate and their use of Blue Yonder Dispatcher WMS they are able to provide exceptional support.

Outcome

Through the advice, guidance and support of Socius24, Silk Contract Logistics fully leverages all of the functional depth of Blue Yonder Dispatcher WMS to meet the varied and challenging requirements of their clients, delivering agile and flexible service in the most efficient manner.

ENABLING RAPID CLIENT ONBOARDING

The flexibility of Blue Yonder Dispatcher WMS along with the support of Socius24 enables Silk Contract Logistics to be highly responsive to new clients. Not many third-party logistics operations can onboard clients the very next day, however, for Silk Contract Logistics this is very much achievable.

DRIVING OPERATIONAL EFFICIENCY

Working with Socius24, Silk Contract Logistics continue to drive agility across their operation to cater for the specific needs of each client while also leveraging the capabilities of Blue Yonder Dispatcher WMS to optimise processes and leverage automation to drive down the costs.

TIMELY & ACCURATE BILLING

By introducing the Socius24 User Service Portal, Silk Contract Logistics have been able to accurately track the value-add services provided for each client, not only improving the accuracy of billing, but turn around itemised invoices for clients in under 72 hours.

COPING WITH A PANDEMIC

Through the support of Socius24 and the capabilities of Blue Yonder Dispatcher WMS, Silk Contract Logistics was not only able to cope with the challenges of the global pandemic, but step-up to support their clients during these difficult times. The combination enabled them to cope with an increased workload while operating with a significantly reduced workforce.

"As a third-party logistics provider, Silk Contract Logistics have been using the Blue Yonder Dispatcher WMS and Third Party billing solution since 2009. The flexibility built into these solutions allows Silk Contract Logistics to "adjust" to responsively meet our customers specific requirements"

Chris Firmin, JDA Product Manager, **Silk Contract Logistics**

Blue Yonder Dispatcher Warehouse Management System

Blue Yonder is one of the most recognisable and implemented solutions in the world.

Socius24's expertise comes from our involvement in the design and development of the original RedPrairie Dispatcher solution, which enables us to fast-track deployment and ensure that our clients use its capabilities to the full. This reduces the cost and risk of deployment, leveraging a broad set of pre-built templates and plug-ins, allowing our customers to quickly gain the functionality they require.

Benefits of this solution include:

USER FRIENDLY INTERFACE

A user-friendly interface that is tailored to your business with extra functionality available as you grow at a national or global level.

TRACEABILITY

Traceability is critical for some industries, so you will know where your stock is from and information about serial numbers, expiry dates. This all helps particularly if there is a need for a batch recall.

INCREASED VISIBILITY

Increased visibility of your inventory from the moment it enters your warehouse or is manufactured to the point of sale.

BlueYonder

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