

ORDERWISE®



CASE STUDY

3PL provider accelerates operations and achieves
99.99% accuracy powered by end-to-end integration

www.orderwise.co.uk





Full transparency optimised by intuitive data enhancements

Founded in 2009, third-party logistics (3PL) provider, Mosaic Fulfilment Solutions, delivers warehousing and distribution services to ecommerce businesses.

In 2021, the organisation needed to elevate its existing services to provide their clients with greater insight into their warehousing, stock and logistic operations, while also increasing Mosaic's operational efficiency with the 3PL market's radical growth.

A video thumbnail for a case study. It features the "ORDERWISE" logo at the top left with the tagline "FAST, POWERFUL BUSINESS SOFTWARE". Below it is the "mosaic Fulfilment Solutions" logo. At the bottom left, the text "Case Study" is followed by a teal right-pointing triangle. The background of the thumbnail is a photograph of a warehouse aisle with high shelves filled with cardboard boxes. A large teal graphic element, resembling a stylized arrow or a large letter 'C', is overlaid on the right side of the thumbnail.

ORDERWISE®
FAST, POWERFUL BUSINESS SOFTWARE

mosaic
Fulfilment Solutions

Case Study ▶

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THE CHALLENGES



Increasing 3PL demand



Increasing client demands



Lacking full visibility



Warehousing inefficiencies



Reliant on manual data entry and paperwork



Lengthy client onboarding lead time

THE ORDERWISE SOLUTION

A data-centric ERP (enterprise resource planning) and powerful WMS (warehouse management system) solution.



3PL Portal

Provides maximum self-sufficiency for your customers when ordering stock from you, while removing the administrative burden of 3PL order management.



Stock Control

With end-to-end stock visibility in real-time, our stock control system helps businesses to deliver more accurate reporting while reaping the rewards of improved stock performance.



Courier Integration

Automate and streamline data processing efficiencies and provides fully optimised despatch details by automatically transferring delivery details to your couriers and customers.



Marketplace Integration

Robust multi-channel integration enabling you to effectively manage your consumer demographics, marketplaces, orders, warehouses and stock items.



Mobile App

Streamlining despatch operations, order information is wirelessly synchronised to a picker's device with users following on-screen instructions to scan and pick orders quickly, accurately and efficiently.



Wise Success

Expert consultancy that goes beyond the day to day, enabling you to achieve your longer-term business strategy and goals.

THE RESULTS



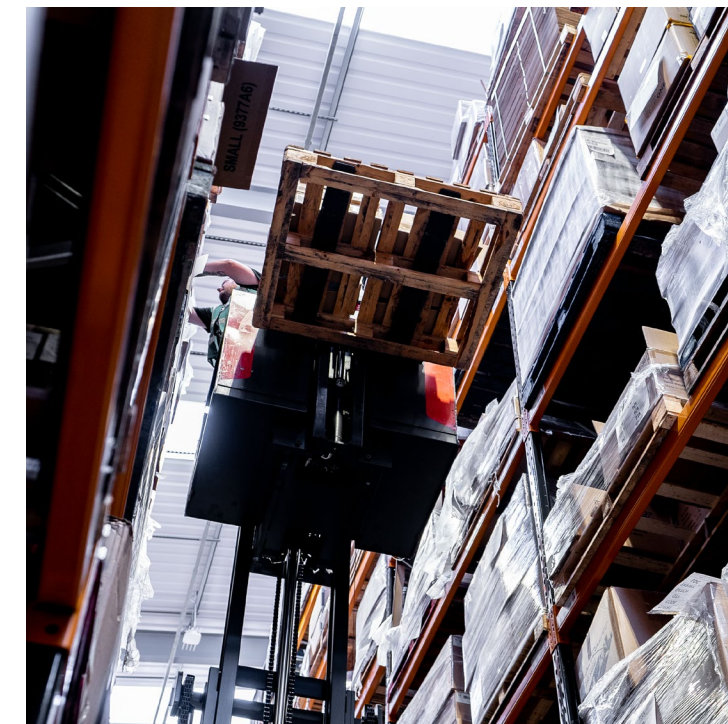
92%
faster to onboard
new customers



100%
same day
despatch



99.99%
accuracy



Doubling of
pick rates



24/7
client portal
access



Full stock
visibility

BEFORE

EVOLVING INDUSTRY AND INTERACTIONS

In addition to Mosaic's need to provide their clients greater visibility of their stock levels and logistical operations, the ecommerce industry was also expanding alongside 3PL.

“The 3PL industry has changed massively over the past 10 to 15 years. When we started the business, lots of clients were looking for an end-to-end service. In the last 3-5 years, clients have wanted to be a lot more interactive with their 3PL. They don't want to receive a static sales report once a week. They want to be able to track orders so the idea of self-serving has really grown over the past few years. They want to be able to have real-time visibility.”

Alastair Fell, Commercial Director and Co-Founder





EXPANDING ECOMMERCE OPERATIONS

The business also identified a need to enhance their ecommerce integrations as an increasing number of clients began expanding their online retail marketplaces.

“One thing that’s also very important is integration. Clients don’t want to just be able to sell on a single platform such as a website. They want to be able to sell across multiple platforms. They want to interact with customers through modern technologies such as social media. They want to be able to give customers the opportunity to interact with their orders, not just place an order but make changes to it and their deliveries. Today, consumers want to have visibility of the order and the stock availability wherever that order is.”

Claire Greaves, Head of the Commercial Team

AFTER

THE IMPACT: VISIBILITY

The implementation of the OrderWise 3PL Portal has allowed Mosaic's clients 24/7 access to their stock levels in real-time and to easily modify their orders - providing them full control and visibility.

“The 3PL portal is a massive selling point for us. It provides our clients with a window into our world wherever they are. Clients can self-serve, so it means our account management time can be diverted to solving higher priority issues for our client instead. It also empowers our clients, who can track their own orders 24/7, with real-time visibility on stock levels.”

Alastair Fell, Commercial Director and Co-Founder

In addition, OrderWise's multi-channel integration into different marketplaces helped attract a wider client-base as the popularity of ecommerce increased.

“With our new capabilities in terms of integrating with different marketplaces, we can fulfil orders much quicker and help our clients to grow.”

Alex Fowler, Senior Account Manager



**24/7 CLIENT
PORTAL ACCESS**



THE IMPACT: EFFICIENCY

By having access to stock and business data on mobile handheld devices, Mosaic has been able to increase productivity within the warehouse and streamline operations.

“Since implementing OrderWise we’ve seen massive efficiencies within the warehouse. Our pick rates have doubled and pack rates have increased massively.”

Alastair Fell, Commercial Director and Co-Founder

“Picking with the hand-held scanners is so easy. It’s so easy to train people on and it’s makes productivity a lot quicker. Scanning stock into locations, barcoding stock, picking, packing and sending orders out is so much easier and quicker. As soon as you scan something, it’s live. So, you know where stock is at any point, whether it’s at goods in or despatch. You can see every point, it’s auditable and traceable.”

Marcus Goodhead, Stock Admin Supervisor

92% faster to onboard new customers

100% same day despatch

Doubled pick rates

THE IMPACT: ACCURACY

OrderWise has also been able to radically eliminate errors and inaccuracies across their entire operation.

“The main benefit of OrderWise is the picking accuracy and the scan to basket. We didn’t have that level of visibility before, so of course we could easily make picking errors and sometimes stock could be moved from one location without there being an audit.”

Claire Greaves, Head of the Commercial Team

“It makes your company a lot more streamlined. The staff are confident in the way they use OrderWise and in the accuracy of the stock levels. As a team, it’s so much easier.”

Marcus Goodhead, Stock Admin Supervisor

99.99% accuracy levels





THE IMPACT: SUPPORT

In addition to the solution, the OrderWise team has worked closely with Mosaic to support the business during and post-implementation.

“The OrderWise team has been great from the start. Anything we’ve needed to have implemented or if we need to change certain scripts and integrations, they have been forthcoming in doing that. So, the team have helped us all the way through this migration and I can see it continuing afterwards. It’s been a good working relationship.”

Mark Brown, Head of Business Systems

Mosaic has chosen to take their support with OrderWise to the next level with Wise Success which ensures ongoing analysis of any micro-improvements which can be made.

“We’ve renewed our Wise Success support package, which is a dedicated account manager that we have weekly calls with. It has been really good to have those weekly conversations, the quarterly visits where we’ll get an extra push if we need it. It’s been a real help with our migration plan to have this program. We thought it was invaluable not to have.”

Mark Brown, Head of Business Systems

THE FUTURE

“We’ve got massive, massive growth plans in this business. One thing OrderWise has enabled us to do is take up additional sites. So, we have a holistic view of our business wherever the operation is. Since putting in OrderWise, we’ve acquired a business in Cheshire with a 60,000 square foot warehouse. We’re in the process of migrating the clients that live in Cheshire onto the new system, and that’s really, really seamless for us. However, the most important thing is we have full visibility of all of the client’s stock, wherever it is in the world, through OrderWise.”

Alastair Fell, Commercial Director and Co-Founder



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TAKE THE NEXT STEPS

Start driving more efficient, accurate and integrated stock operations with OrderWise.

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