



ESM Fulfillment shortens billing cycle by four days switching to Deposco

Customer Success Story



Overview

ESM is a third-party logistics (3PL) company located in the heart of the western logistics hub in Salt Lake City, Utah. Dedicated to partnering with and serving their clients, ESM works to create the most efficient distribution and value-added processes with a blend of flexibility to give their customers great service at a great value. ESM specializes in being a one-stop shop for their customers' fulfillment, distribution, kitting and assembly needs.

One of the main challenges ESM faced was tying data from multiple systems together for billing and month-end close. The team needed to bill accurately and in a timely fashion. Pulling together multiple spreadsheets every week to track billing and create invoices took up too much time which could be used for growth-oriented tasks.



4-day
Reduction in billing cycles



64%
Increase in order volume in 3 months



25%
Improvement in cycle count accuracy

Solution

One of the biggest advantages for a 3PL is having the flexibility to offer a variety of billing methods to customers. When looking for a new solution, ESM wanted a system that could keep up with the rapid growth they were experiencing, while providing a user-friendly method to fulfill the custom needs of their customers, such as kitting.

Deposco allows ESM to pull all of the month-end billing and manage information effortlessly in one system. Integrating the 3PL billing module into Deposco's order fulfillment system has allowed ESM to accurately and seamlessly bill within the system, eliminating spreadsheets and sending a clean, consolidated billing statement directly over to their customers.

As a result, ESM has reduced their billing cycle from 7 days to 3, coupled with a significant improvement in billing accuracy. In addition, since implementing Deposco they increased order volume by 64% in a 3-month period, and are able to refocus the team's time on customer activities that drive growth.



I've worked in a warehouse where I had to pull information from multiple locations and combine that all into a spreadsheet and then put together financial statements based off of that. If I had to go back to that, it would be catastrophic. Knowing that I come in every day and everything's right where I need it in Deposco, that's my heaven."

Jason Hempworth
Director of Finance
ESM Fulfillment

Get In Touch

Speak to a Supply Chain Expert Today!

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