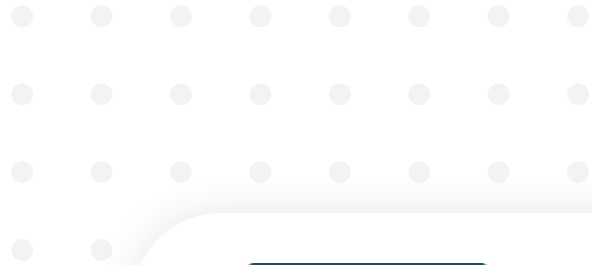




Nations Benefits Ships 5x Volume with 73% Less Staff, Plus 40% Lower Costs Using Deposco

Customer Success Story



Overview

Nations Benefits provides supplemental benefits to the Medicare community including fresh meal packages, box produce, and fresh fruit across the U.S. through their [direct-to-consumer](#) ecommerce business model that offers next-day and two-day delivery.

A rapidly growing business, Nations Benefits faced significant scaling challenges. They required a flexible and responsive solution to manage their complex, evolving supply chain operations. Through a stellar implementation and training program, along with a steadfast willingness to help them innovate, Deposco has created immediate business value while positioning them to meet their long-term goals.



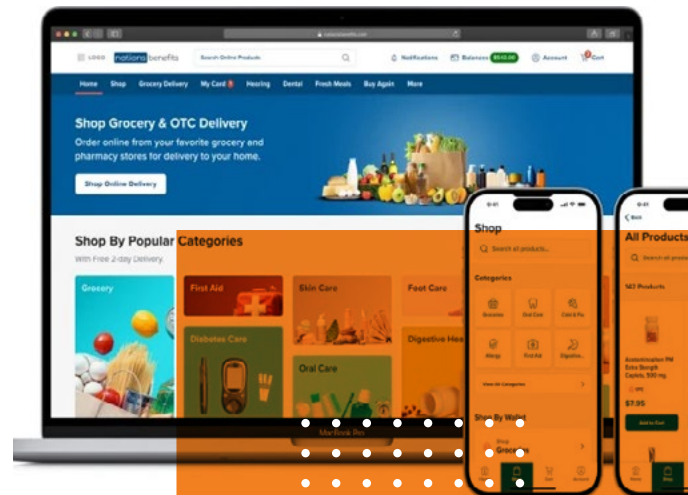
5x
Increase in volume with 73% less staff



40%
Reduction in shipping/transportation costs



<15 Minutes
New-user onboarding



Challenges

Before partnering with Deposco, Nations Benefits was growing at an unprecedented rate, doubling or even tripling in size over a short period. However, they lacked the internal expertise to fully leverage their existing systems, leading to inefficiencies in order fulfillment and overall operations. The need for a solution that could adapt to their unique and ever-changing business requirements was critical.

Deposco has allowed us to focus on the strategic initiatives of our business to help us grow and scale every day. We were just trying to figure out how to get a box out the door. We don't worry about that anymore with Deposco."

Todd Bills
Chief Supply Chain Officer,
Nations Benefits

Solution

Nations Benefits contacted Deposco following a recommendation from one of their customers. They needed a comprehensive [warehouse management system \(WMS\)](#) that streamlined their operations, but it was much more than that.

"It's the Deposco performance, the service we get, and the willingness to help us innovate."

Todd said Deposco's "LegoLand" type of configurability can be quickly updated and customized to solve non-standard problems, which is crucial to their niche business requirements and strategic goals.

"Over my 30 years of working in the supply chain, I've had a chance to work with multiple master WMS vendors. Deposco is a scalable, interactive approach. It's transparent, it's honest, and the communication is forthright. You look at the Red Prairies, the Manhattans, the SAPs... We are a unique business that does not fit into a basic package for the masses. It doesn't pay for us just to take a vanilla kind of solution and apply it. We needed a partner who continues to help us."

In addition, the personalized attention and responsiveness from the Deposco team is a tremendous help in understanding their business, which keeps the relationship strong. Todd jokes that he knows his Deposco rep better than he knows some of his relatives.

"More importantly, Deposco is there when you pick up the phone. With bigger companies out there, you're assigned an account or rep, you're given a link to a help ticket. They'll get back to you when they can get back to you. But with Deposco, you know the customer support is there; you are not just a number. If you need something, Deposco is there, and we appreciate that."

"Our implementation experience with Deposco has been fantastic. Our product roadmap was pretty demanding on the Deposco side. That team has been amazing, and they continue to be. Anytime we pick up the phone and need something, they continue to help us focus on how to put initiatives together against the complexity of what we're trying to do long-term. That transparent relationship - 'We could sell you about 15 different services, but these are the two you need now' - gives us good feedback, letting us know if we're going down a path that maybe isn't the best for us. I appreciate the integrity of Deposco."

Results

The Deposco solution enabled Nations Benefits to increase fulfillment capacity from 10,000 to 50,000 orders per day without breaking a sweat. They are now handling five times the volume with 300 individuals versus 1,100 before implementation. In addition, they gained soft-cost savings in terms of satisfaction and retention, as employees can start picking and packing within 15 minutes of training.

Nations Benefits has also reduced their shipping and transportation costs by 40% with Deposco. With 7-8 million packages shipped annually, these savings add up significantly, driving immediate contributions to the company's bottom line in less than one year.



We've expanded our operations from 1M meals a year last year. This year we will produce almost 10M meals. Deposco has been able to help us as we can keep all that spaghetti on one fork and organize it as we go forward. It's amazing."

With Deposco handling the day-to-day execution, Nations Benefits can focus on strategic initiatives, expanding into new verticals such as hearing aids and transportation services. This shift has been instrumental in driving the company's growth from \$400M to an anticipated \$700M in annual revenue.

"We are growing so fast. We have different demands that happen on a weekly to monthly basis. Deposco has allowed us to take those strategic initiatives and put them into execution mode. It's great to talk about pie in the sky, but when you look at the Deposco and Nations Benefits partnership, we can take a strategic initiative and 30 days later put it into an actionable execution of light."

The partnership between Deposco and Nations Benefits exemplifies how a tailored solution with a responsive partnership can drive significant improvements in operational efficiency, savings, and strategic growth. By taking the execution worries off Nations Benefits' plate, Deposco has enabled the company to scale rapidly and focus on what truly matters—serving their customers and expanding their business.

Get In Touch

Speak to a Supply Chain Expert Today!

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