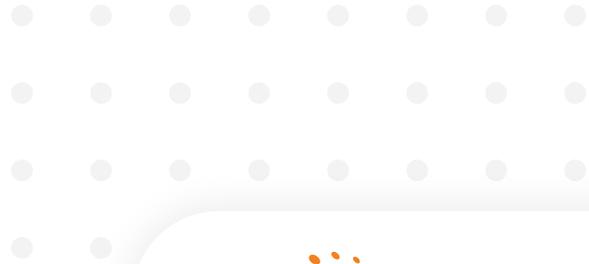




A holistic approach to supply chain data management

Customer Success Story



Overview

Discover how the partnership between Symbia Logistics, Deposco and SPS Commerce has helped customers streamline their omnichannel data exchange experience to simplify their supply chain, promote more visibility into their data and increase customer onboarding speed.

Symbia Logistics, a family-owned critical player in the 3PL space, offers a high-quality suite of services including warehousing, transportation, kitting, customer service and order fulfillment. With 30 years of experience in the 3PL industry, Symbia Logistics recognized that the changes in the retail space meant evolving their tech stack to meet their customers' needs in the omnichannel climate. To stay competitive, they would require a new **WMS** solution with more omnichannel capabilities, opportunities for increased productivity and better capacity for sharing data with customers. That's where SPS Commerce and Deposco came in.



Solution

Customers approach Symbia Logistics with disparate systems, struggling to manage multiple platforms and ensure end-customer satisfaction is not interrupted. Symbia Logistics was looking for a solution that would help customers of all sizes continue to grow, especially in the omnichannel space. Immediately, Deposco stood out as a solid **WMS** provider with increased visibility into real-time data thanks to SPS Commerce. This partnership eliminates email and manual data entry, ultimately reducing the requests, technology needs and additional work that fall on the customer.

When it comes to managing omnichannel operations, Symbia Logistics now has the people, processes and technology to stay ahead of their customers' needs. The partnership between SPS Commerce and Deposco has been established for over 9 years, and during that time has created a foundation for customers of all shapes and sizes to get started with that omnichannel approach, especially when they've entered the market in a less traditional fashion. This means that we can help the newer, smaller players who have recently landed a deal with a bigger retailer navigate the playing field of EDI errors, complicated customer onboarding processes and system testing so that they can eliminate the risk of chargebacks and get moving faster.



The needs of the client last year are not the needs of the client this year. If you're not staying on top of that, you're not looking ahead."

Jack Margeson
VP of Alliances
Deposco



Results

Together with SPS Commerce and Deposco, Symbia Logistics has been able to enhance their day-to-day operations and better deliver on customer expectations. With the help of established weekly meetings that take place to continue collaboration and communication between all parties, SPS Commerce and Deposco have the opportunity to address problems that arise in the supply chain and come up with solutions—not just solving for individual companies, but applying those solutions across the board to ensure that no one else faces that challenge in the future.

The full-service approach that Symbia Logistics is now able to take thanks to SPS Commerce and Deposco has allowed them to deliver on their customer needs. Through this partnership, these customers can send their data to SPS Commerce, who then bundles it and provides one point of connection, leading to a more stable supply chain. Suddenly, orders are no longer falling off, and better communication and visibility into the supply chain are promoted.

SPSCommerce values having the right people, processes and technology to ensure customers like Symbia Logistics are able to surpass customer expectations and continue to promote growth.



Customers use SPS not just for EDI, but to simplify their data flow, especially when they have limited resources or are still trying to figure out their systems.”

Jamie Scott
Sr. Solution Delivery Manager
Symbia Logistics

Get In Touch

Speak to a Supply Chain Expert Today!

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