

Capacity LLC Effectively Manages Multiple Facilities and Clients with Foxfire WMS



ABOUT CAPACITY LLC

One of the country's leading fulfillment resources and third-party logistic providers (3PLs), Capacity serves numerous clients in all areas of b-to-b and b-to-c order fulfillment, including shipments to HSN, QVC, catalog and online shopping customers, and literature fulfillment. Capacity operates from three facilities in New Jersey and another in the Los Angeles area. Currently, Capacity has space totaling over half a million square feet. Capacity ships to most of the largest distributors and retailers in America, as well as many global distributors and retailers.

WHY FOXFIRE?

Nearly a decade ago, Capacity utilized a number of warehousing software solutions, including one with a proprietary platform and rudimentary functionality. These systems did not provide the necessary features and customization required to manage Capacity's operational needs. "We have a multi-client, multi-facility business that demands a higher level of functionality that many companies simply don't need. The systems we were using would probably suit companies with standard warehousing and distribution centers—but not Capacity," explained Thomas Campbell, chief strategy officer.

In the past, Capacity's founding partners turned to Foxfire for various small-scale implementations, so they were familiar with the company when they began their search for an enterprise-level WMS system to manage their complex operations and those of their clients. Capacity began by researching each warehousing software company, not just the solution. "Because of the nature of our business and our work with multiple clients, it was essential that we have access to not only the principle managers of the WMS company, but also the designers who developed the product," said Campbell. "Aside from Foxfire, we discovered that many Tier-1 WMS companies did not allow for that type of contact, making Foxfire WMS a standout for us."

"We had a high level of confidence in the designers and principal managers at Foxfire. It was important to have access to the programmers as well as executive management and know for certain that they had considerable expertise and could address our needs and those of our clients. Foxfire offered the total package."

Thomas E. Campbell
Chief Strategy Office, Capacity, LLC

CUSTOMIZED PRODUCT FOR COMPLEX OPERATION



Capacity manages the supply chain needs of its many clients, from tracking inventory, packing, and shipping product to providing systems integration services. The company relies completely on Foxfire WMS for its entire business operation. “Every part of the product is essential to our day-to-day operation—every module, every customized feature,” said Campbell. “The WMS product deals with extremely complex needs for Capacity, involving numerous distribution channels and data exchange.”

Foxfire worked with Capacity to configure Foxfire WMS to manage their third-party needs, including their multiple facilities and clients. “We are exclusively using Foxfire WMS. We integrate our proprietary tools with Foxfire and take orders from our clients and process them through the WMS. It’s a seamless process,” explained Campbell. Foxfire was able to deliver on time and on budget.

“We had very specific, extremely complex needs due to our multi-facility, multi-client operation. Foxfire worked with us to create a product that accommodates our needs. We have enjoyed working with them and appreciate their considerable expertise.”

Thomas E. Campbell
Chief Strategy Office, Capacity, LLC

IN CLOSING

Capacity ships its clients’ products to their retail partners on time, as directed, and without costly charge backs resulting from incorrect processing of orders. This is made possible with Foxfire WMS. “Our WMS system is the funnel through which all activities flow. Whether it’s an EDI or e-commerce order, we rely on the Foxfire WMS to facilitate delivery on behalf of our clients,” said Campbell. “This system is critical to our business now and will be well into the future.”

ABOUT FOXFIRE

Foxfire solutions are instrumental for warehousing/distribution facilities and shop floor operations. Comprised of software, hardware, and professional services, the solutions deliver measurable returns. Foxfire’s Warehouse Management Systems (WMS) optimize inventory levels, increase order fulfillment rates, and reduce cycle times. Our Production Control systems support critical production activities, quality, and audit initiatives. In short, we provide solutions to help you run your businesses better.

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