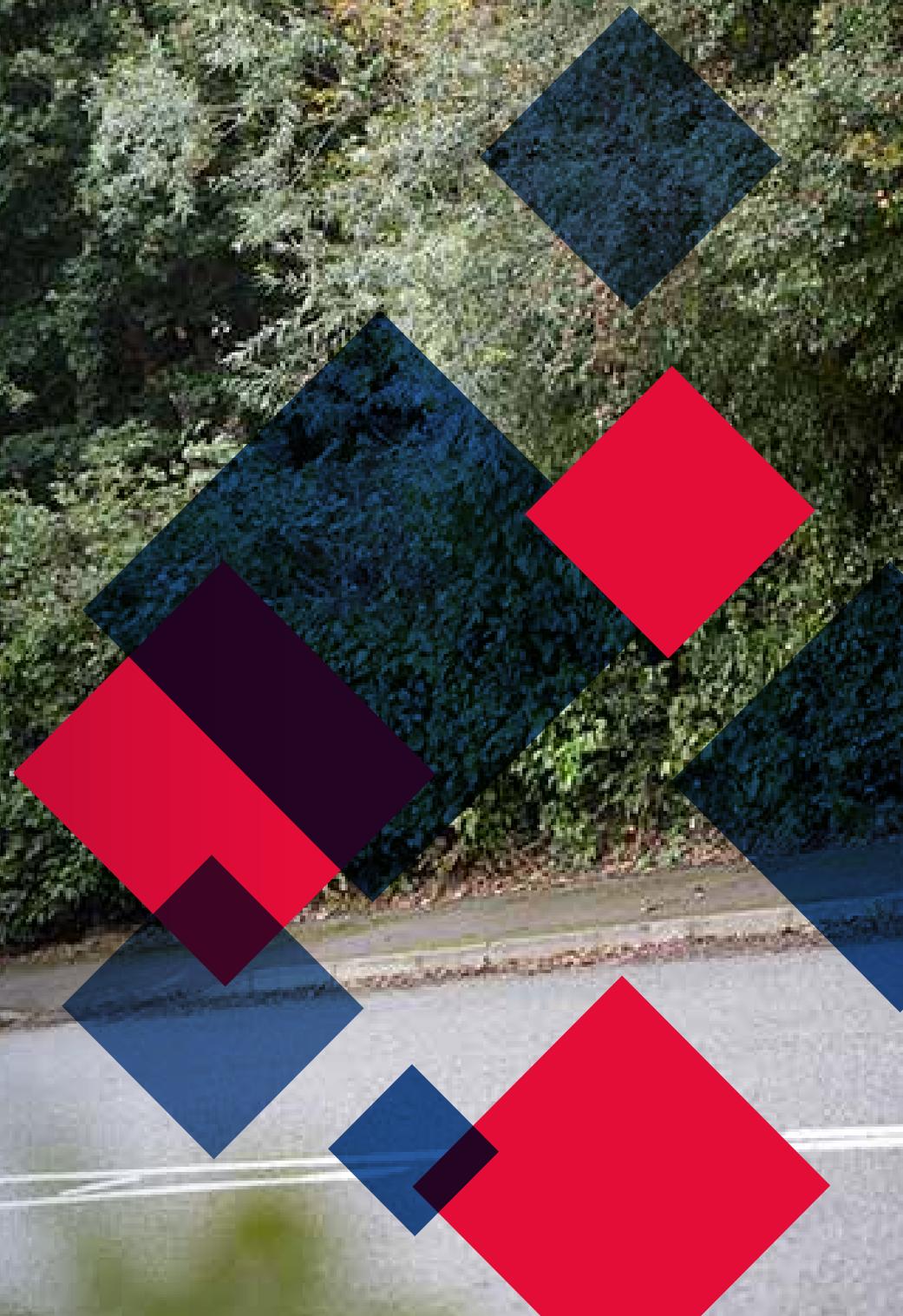


The Socius24 logo features the word "SOCIUS24" in a bold, blue, sans-serif font. The letter "O" is replaced by a red circular icon containing a white geometric pattern of interconnected lines.

## Case Study

How Howard Tenens Logistics' long-standing partnership with Socius24 enables them to be 'easy to work with' for their clients.



“  
Since the moment we started working with Socius24  
some seven years ago, we have gained significant  
benefits from utilising the highly flexible and  
feature-rich Blue Yonder Dispatcher WMS.  
They have proved to be a partner that are truly  
experts in their field.”

Matt Davis, Head of Commercial, **Howard Tenens Logistics**

## About Howard Tenens Logistics

Howard Tenens Logistics is a quality focused, independent family business delivering mutual value through great people, collaboration and technology. Established in 1953, today Howard Tenens Logistics has grown into one of the largest independently owned and operated logistics companies in the UK. They pride themselves on being easy to work with, a fact that is backed up by the many long-term relationships they have with their clients in almost every sector, from retail and FMCG to automotive and packaging. Their approach is to quickly identify the unique needs and priorities of every individual client and provide them with a customised logistics solution.

## Background

With a business that spans virtually every sector, flexibility in the way they manage their operation and tailor their services for specific clients is key. The nature of the service they offer varies widely from scheduled processing of bulk orders to fulfilling production lines through to responding to eCommerce orders that if received before 3pm are required to be picked and shipped the same day.

The partnership with Socuis24 was established some seven years ago when Howard Tenens Logistics concluded they had to replace their legacy Warehouse Management System (WMS) as it was proving to be too rigid in its functionality to support the wide range of requirements and any changes required bespoke development which meant they could not move at speed to meet clients' needs.





## Key Challenges

When looking to select a new WMS, Howard Tenens Logistics wanted a solution that provided them with the functional flexibility to support the full scope of requirements across all of their clients both then and in the future. They wanted a solution that could support rapid on-boarding and enable them to manage the individual nuances of each of these clients.

They were looking for a solution that was easy to use so they could maximise the productivity of their workforce while providing a greater level of stock and operational visibility to managers and their clients.

Over the past seven years, Howard Tenens Logistics has worked with Socius24 to extend the functionality of the core WMS across their operation. A key requirement has been to enable clients to gain real-time visibility into their inventory and orders and to directly place orders online without the need to speak with warehouse staff. This has been achieved by deploying the Socius24 User Service Portal (USP) application.

**“We pride ourselves on being flexible, responsive and easy to work with. In selecting Socius24 we were looking for a partner that could deliver a WMS solution that would support this and enable us to continually improve operational efficiency and the value we offer to our clients.”**

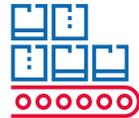
Matt Davis, Head of Commercial, Howard Tenens Logistics

## Key Requirements

-  **Operational Flexibility:** The ability to support a wide variety of clients across multiple sectors each of which have their own specific requirements.
-  **Visibility & Ease of Use:** A solution that can quickly onboard new clients, is easy to use by operatives and provides the business with greater operational visibility.
-  **Support Client Self-Service:** With real-time access to inventory data and the ability to place and track orders online.

# Solutions Delivered

For Howard Tenens Logistics, Blue Yonder Dispatcher WMS provides them with the comprehensive range of functionality they require to support their operation and also the ability to move at speed to meet the specific needs of their clients. Combined with the User Service Portal (USP) from Socius24 they are able to deliver unprecedented visibility and end-user access into the WMS both internally and externally to clients.



## 1. Blue Yonder Dispatcher WMS

Deployed across nine sites, Blue Yonder Dispatcher WMS provides Howard Tenens Logistics with the ability to support the unique requirements of each of their clients and to drive greater productivity and efficiencies across their operation.



## 2. User Service Portal

This Socius24 bolt-on to Blue Yonder Dispatcher WMS has provided Howard Tenens Logistics with far greater visibility into their operation and the ability to extend this visibility directly to their clients, as well as providing them with many value-adding self-service capabilities.



## 3. Socius24 Advice & Deployment

Socius24 added a tremendous amount of experience of deploying a WMS into a 3PL environment and have become a longstanding trusted partner. They continue to advise Howard Tenens Logistics on gaining further benefits from Blue Yonder Dispatcher WMS and USP and assist them in meeting new client requirements.



## 4. Socius24 Support & Services

With deep-rooted expertise in the Blue Yonder Dispatcher WMS and how this is being used by Howard Tenens Logistics, Socius24 is providing highly responsive support. They continue to be a trusted partner to bring on new sites, new functionality and assist Howard Tenens Logistics in their migration to cloud.

# Outcome

Through their longstanding partnership with Socius24, Howard Tenens Logistics has been able to maximise the full value from the Blue Yonder Dispatcher WMS, as well as deliver significant benefits to end-users, managers and clients through the User Service Portal. These benefits are far-reaching and include:

## EXPEDITED CLIENT ONBOARDING

Before deploying Blue Yonder Dispatcher WMS, it could take Howard Tenens Logistics many weeks to set-up and operationalise a new client; today this can normally be achieved in half a day. In terms of eCommerce clients, rather than requiring bespoke development, these can now be supported with 'out of the box' functionality.

## INCREASED PRODUCTIVITY & OPERATIONAL EFFICIENCY

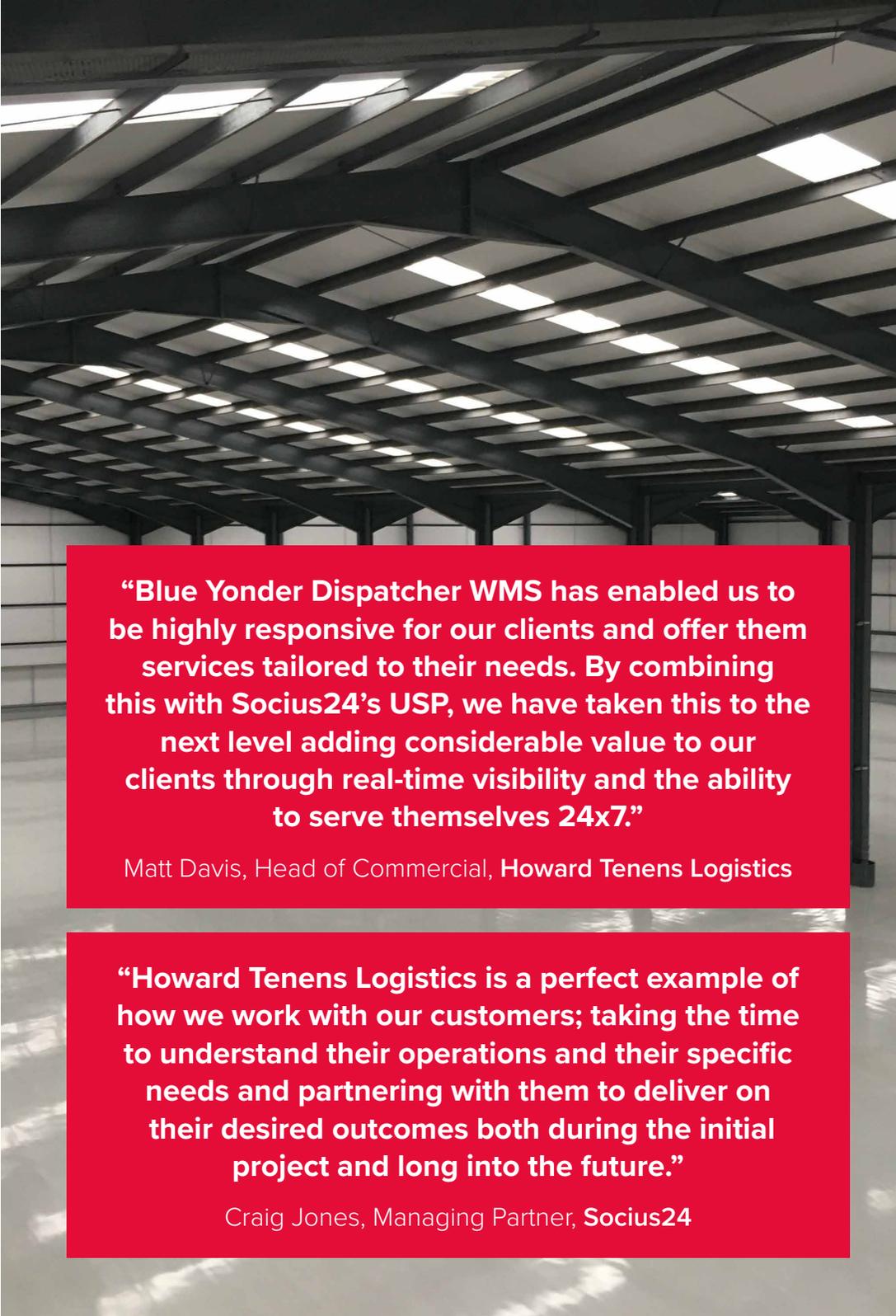
Combined, Blue Yonder Dispatcher WMS and USP provides end-users with an intuitive solution that is more in tune with how they work. This has had a positive impact on productivity while the automation of many processes has increased operational efficiency.

## TRANSFORMED OPERATIONAL VISIBILITY

By leveraging Socius24's User Service Portal, not only has the team at Howard Tenens Logistics gained far greater visibility into their operation, but they have provided this to their clients. Staff no longer need to spend time creating custom client reports as these clients have real-time access to their own inventory data.

## INCREASED VALUE TO CLIENTS

In addition to having real-time visibility into their inventory data, clients have gained significant value from utilising the User Service Portal to serve themselves. The ability to place and track orders directly online has proved to be a real game-changer.



**“Blue Yonder Dispatcher WMS has enabled us to be highly responsive for our clients and offer them services tailored to their needs. By combining this with Socius24’s USP, we have taken this to the next level adding considerable value to our clients through real-time visibility and the ability to serve themselves 24x7.”**

Matt Davis, Head of Commercial, Howard Tenens Logistics

**“Howard Tenens Logistics is a perfect example of how we work with our customers; taking the time to understand their operations and their specific needs and partnering with them to deliver on their desired outcomes both during the initial project and long into the future.”**

Craig Jones, Managing Partner, Socius24

# Blue Yonder Dispatcher Warehouse Management System

Blue Yonder is one of the most recognisable and implemented solutions in the world.

Socius24's expertise comes from our involvement in the design and development of the original RedPrairie Dispatcher solution, which enables us to fast-track deployment and ensure that our clients use its capabilities to the full. This reduces the cost and risk of deployment, leveraging a broad set of pre-built templates and plug-ins, allowing our customers to quickly gain the functionality they require.

Benefits of this solution include:



## USER FRIENDLY INTERFACE

A user-friendly interface that is tailored to your business with extra functionality available as you grow at a national or global level.



## TRACEABILITY

Traceability is critical for some industries, so you will know where your stock is from and information about serial numbers, expiry dates. This all helps particularly if there is a need for a batch recall.



## INCREASED VISIBILITY

Increased visibility of your inventory from the moment it enters your warehouse or is manufactured to the point of sale.





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