

PERFORMANCE TEAM CONTINUES TO DIVERSIFY AND THRIVE

with Manhattan SCALE

OPERATIONS

Multi-channel customers served in supply chain hubs across the U.S.

MANHATTAN SOLUTION

Manhattan SCALE™



CHALLENGE

Performance Team provides fulfillment services to a wide range of companies, of varying complexity and size, including ecommerce-only businesses.

SOLUTION

Leveraging Manhattan SCALE's extensibility to tailor logistics offerings to each customer individually.

PROGRESS & RESULT

The company has powered growth by integrating Manhattan SCALE with leading ecommerce technologies to deliver flexible solutions to companies of all sizes.

"As a national service provider, we've been able to find that sweet spot combination of delivering large, complex solutions to our customers, and offering that boutique-type of experience, which allows us to extend vertically across all client channels."

TOM WILKINSON, SR. VICE PRESIDENT OF IT, PERFORMANCE TEAM

PERFORMANCE TEAM AND MANHATTAN ASSOCIATES

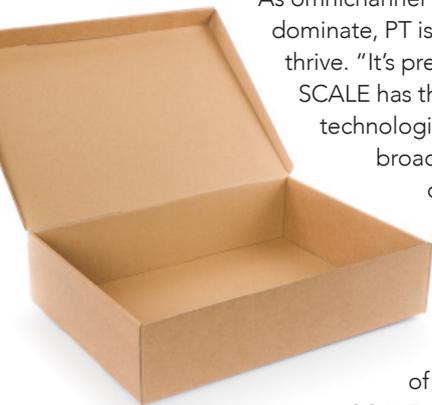
MANY CUSTOMERS, ONE WORLD-CLASS WMS

Performance Team (PT) is a logistics company headquartered in California. Founded in 1987, PT has grown into an industry-leading service provider with more than 9 million square feet of supply chain space around the country. The company has been using Manhattan SCALE as its warehouse management system (WMS) for the last 15 years and currently has 940 licensed users across 13 different sites.

One of the main reasons PT has remained a Manhattan SCALE user for so long is because the technology's flexibility has allowed for greater customer diversity. It is affordable to deploy, easy to configure and can be implemented in as little as five weeks, which means that it can enable less complex fulfillment solutions. At the same time, it is robust enough for large-scale operations within advanced automated facilities. PT delivers services for customers that fit into both categories, which is one reason it has attracted more and more business. As Vice President of Operations Gabe Alizieri put it, "We have the ability to connect our expertise with a world-class application that extends widely across all channels and markets. Being able to do that is great for our customers and our success."

Manhattan SCALE's extensibility is also key to helping PT establish a leading position in a massive emerging market: ecommerce-only or ecommerce-dominant companies. PT has directly integrated Manhattan SCALE with online commerce platforms like Shopify and Magento, as well as several other supporting applications for returns, address validation, and small parcel tracking. This integration enables online retailers to partner with PT and access a world-class WMS. Wilkinson said, "The SCALE-based ecommerce solution has provided a seamless fulfillment capability from the online shopping cart to the distribution center, while providing status and visibility at all levels."

As omnichannel commerce continues to dominate, PT is strategically positioned to thrive. "It's pretty compelling how Manhattan SCALE has the adaptability to support these technologies," said Alizieri. "It gives a broader range of capabilities for each one of our customers in different environments. Our approach has been to adapt SCALE to the specific needs of each customer and not force them into a pre-configured silo. All of this is managed from the same SCALE playbook."



"For a company of our size and solution complexity there are only a handful of products that we could rely on to support our growth. By continuing to focus on Manhattan SCALE and growing our capabilities, we've been successful in managing our customers' supply chains."



PT and Manhattan have also worked together on process standardization. This effort, for both operations and IT, have enabled the company to quickly onboard clients while minimizing risks and business interruptions. In addition, customer startup costs have been reduced by 25-30 percent, which has made PT more competitive when vying for new business.

Going forward, PT will continue to grow revenues by appealing to companies of varying complexity. From simple receiving, pick, pack and ship to heavily automated, complex flows, Manhattan SCALE gives PT the ability to offer its world-class services – along with world-class technology.